

BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

[Greenville, South Carolina]

HEARING # 11-11234

NOVEMBER 9, 2011

6:00 P.M.

DOCKET NO. 2011-271-E:

Duke Energy Carolinas, LLC - Application for Authority to Adjust
and Increase Electric Rates and Charges

TRANSCRIPT OF TESTIMONY
AND PROCEEDINGS

VOLUME 3 OF 6

HEARING BEFORE: John E. 'Butch' HOWARD, *CHAIRMAN*, David
A. WRIGHT, *VICE CHAIRMAN*; and COMMISSIONERS Elizabeth B.
'Lib' FLEMING, G. O'Neal HAMILTON, Randy MITCHELL, Swain E.
WHITFIELD, and Nikiya 'Nikki' HALL

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OFFICE OF REGULATORY STAFF

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

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P R O C E E D I N G S

CHAIRMAN HOWARD: Good afternoon. I'd like to call this hearing to order. And I want to take this opportunity to thank all of you for coming. It's very crowded. And we're looking forward to what you have to say. And, again, thank you for coming.

At this time, I want to introduce the Commissioners to you. On my far left is Commissioner O'Neal Hamilton; he represents the Fifth District. Next to Commissioner Hamilton is Commissioner Fleming; she represents the Fourth District. Next to Commissioner Fleming is Commissioner Wright, David Wright; he represents the Second Congressional District. On my far right, or next to my far right, is Commissioner Nikki Hall; she represents the Sixth District. Next to Commissioner Hall is Commissioner Whitfield; he represents the at-large. And then next to Commissioner Whitfield is Commissioner Mitchell, and he represents the Third. And my name is Butch Howard. I'm chairman of the Commission, and I represent the First Congressional District.

Again, at this time, I'd like to turn it over -- well, first let me recognize Senator Anderson --

1 Senator Anderson, Senator Fair, and Representative
2 Karl Allen. And I think each of those three want
3 to make a statement. Senator Fair, I see you, do
4 you want to go first?

5 SEN. FAIR: Mr. Chairman, no, sir, I don't
6 want to go first.

7 [Laughter]

8 But since I'm the only guy that was in the
9 house, I will.

10 Let me first, along with Commissioner Fleming,
11 welcome you to the Fourth District and thank you
12 for being here. I do have some things to say, and
13 I want to say them quickly. So, I'm going to try
14 to stay on text here so the citizens from
15 Greenville and the upstate can spend most of the
16 time with you.

17 I appreciate what you're doing, coming so far.
18 And let me tell the other Greenvillians and people
19 of the upstate who are here, that the General
20 Assembly elects these people. Somebody asked me
21 back there, you know, "Who appoints these people?"
22 I said, "Well, if I voted right, I did."

23 [Laughter]

24 But, they are elected by the General Assembly
25 to serve all of South Carolina. We appreciate your

1 service.

2 This is a tough one. The rate increase is a
3 bit high, the request. It's tough going nose-to-
4 nose with Duke Energy. That's all we've ever known
5 up here. And they generally do a real good job.
6 Right now, we hear -- when I say "generally," I
7 mean all the time. I guess I shouldn't have said
8 that. The next time a limb falls on a
9 constituent's house, I'm in trouble. But China is
10 buying up coal, we know that. We know the cost of
11 providing electricity and providing the power for
12 these generating plants is going up. China gets
13 the blame for everything these days, though, from
14 coal and petroleum right through to Frostie Flakes,
15 the increase there. So, right now, it's just the
16 typical time that our economy is facing and, of
17 course, this falls to your lot to sort out that.

18 We believe the upstate -- I know that you know
19 this already -- is the economic engine for the
20 entire State, and we don't think that is going to
21 change. We have to have an industry-friendly
22 environment, which means that would-be
23 manufacturers and business owners who want to
24 locate in this area must have confidence in the
25 ability to have electricity, and that's in the

1 minds I know of Duke Energy as they think and plan
2 and try to provide. I just suggest to you and to
3 them that right now is not a good time to hit the
4 ratepayers in Greenville County with such a high
5 rate increase.

6 [Applause]

7 If not now, then when? And that's, of course,
8 that's one of the things you're going to have to
9 sort out with them. Maybe you phase in something.
10 I don't -- I don't know about that. I just know
11 that there are businesses, small businesses, that
12 are right on the edge, and right now it wouldn't
13 take a whole lot to bump some of them right across
14 the line into having to foreclose their house
15 maybe, or having to foreclose on their businesses -
16 - or, close their businesses.

17 I would ask you to look at what Duke is doing
18 with wheeling and that phenomenon in wholesale
19 buying and selling of electricity, and how much of
20 that is going on, and maybe that's being managed
21 perfectly, maybe it's not. Maybe they could get a
22 bigger bang for their buck there, and which would
23 offset the pressure on the ratepayers here.

24 And as I say these things, I must say this,
25 that we've got to realize -- and I think we do --

1 as residents of this area, that we don't live in a
2 vacuum, and that the rate provider, the electric
3 provider in our area is Duke Energy, and they have
4 to have the ability to expand and plan for the
5 future. And we want -- of course, we want that to
6 happen. It's in our best interests, it's in our
7 children's best interests, it's in our
8 grandchildren's best interests for them to be able
9 to look down the road a few years and have the
10 confidence that they are going to have the ability
11 to purchase affordable electricity. Our economy,
12 though, ladies and gentlemen, our economy is what
13 it is. You know that we're still struggling. Good
14 signs, bad signs. Growth in the State revenues are
15 inching up little by little. And I submit to you
16 that a 17 percent rate increase -- or whatever it
17 is -- could be the death knell for some of our
18 businesses and some of our residents in the area.
19 And I would ask you to ask Duke to reconsider such
20 a large rate increase, and perhaps come up with a
21 phase-in over many years, to allow our economy to
22 continue to grow.

23 Thank you, very much.

24 [Applause]

25 **CHAIRMAN HOWARD:** Thank you, Senator.

1 Senator Anderson.

2 SEN. ANDERSON: First I would like to thank
3 the Commission for taking the time out to come to
4 Greenville to hear from our citizens. I'd also
5 like to thank the press for giving us very good
6 coverage. And we would also like to thank Duke
7 Power Company for what they've done in our area to
8 improve the quality of life for all of us.

9 We know that Duke Power Company is an
10 investment company, and they are investing to make
11 money. However, increasing the cost of energy
12 here, after years of poor business, economy bad,
13 unemployment bad, it is not the right time to
14 increase, not even for a little bit.

15 [Applause]

16 We know that many of our senior citizens do
17 not get the big checks that a whole lot of people
18 get, in Social Security, and they are just barely
19 living. And each time we get a pay increase, a
20 cost-of-living increase, somebody takes it before
21 we can even get it to the bank.

22 [Applause]

23 As the elected representatives for the people
24 of this community, it is our duty to call for a
25 full, full accounting. Citizens deserve to have

1 their concerns heard. We are concerned that during
2 these tough, tough economic times, it is not the
3 best time to raise residential power rates or
4 anytime in the future.

5 [Applause]

6 The people that I represent in some of my
7 areas, they can hardly pay for food, for gas, for
8 rent, for light bill, or any other thing. And I
9 think that they deserve a quality of life equal to
10 most of us. And thank you, Commissioners, and I'm
11 just hoping and praying that you all will see the
12 need to help the people that are poor. Thank you.

13 [Applause]

14 **CHAIRMAN HOWARD:** Thank you, Senator Anderson.
15 Representative Allen.

16 **REP. ALLEN:** Thank you. And let me join my
17 other colleagues in thanking the members of this
18 Commission for coming to Greenville to hear the
19 concerns that the residential community, primarily,
20 has as it relates to Duke's application for an
21 increase.

22 Not to be redundant, what I want to say to you
23 is what I've experienced over the last two weeks,
24 and increasing, is that when you're in the grocery
25 store, you've got senior citizens stopping you,

1 expressing a major concern about an increase that's
2 coming, that they feel is already here, with no
3 concern for whether they will be able to make ends
4 meet and pay it. When you go to church, you've got
5 elderly individuals saying that, "I cannot get my
6 medicine, and I cannot budget enough money. Am I
7 just going to have to cut off my heat?"

8 [Applause]

9 And when the senior citizens, and some
10 ordinary citizens, start to talk about basic
11 necessities of life and doing without them, then
12 that is a time that we must come together and we
13 must listen with wide-open ears, minds, and hearts,
14 to make sure that what is being done is appropriate
15 and necessary.

16 [Applause]

17 We respect Duke Power and the need for Duke
18 Power to provide safe and reliable energy. We
19 understand there's maintenance costs and operation
20 costs involved in that. We understand there's a
21 business model that they must try to follow. What
22 we are requesting that this Commission do is
23 balance that understanding with the need of saying
24 that "You've had an increase just last year. Is it
25 necessary to do it this year?" And when you look

1 at the necessity of it, I believe it is driven by
2 the fact that applications start and then the
3 process starts, and you've got 30 days for this --
4 why is this application coming at a time when usage
5 is on the minds of the consumer? In other words --

6 [Applause]

7 In other words, the highest usage levels for
8 the elderly and others is going to be during the
9 winter months, and that's why it's on their minds.
10 They hear about people freezing to death; they hear
11 about people not being able to get their medicine.
12 So, then, they're going to have to make a conscious
13 decision themselves, if a rate increase is allowed
14 -- a 17 percent? 15 percent? -- if that is
15 allowed, then what is going to be the reaction of
16 the public?

17 So, on behalf of the people that we represent,
18 we ask that you look at Duke, when they say they
19 make \$6.4 and \$6.5 billion, and they've spent that
20 much in infrastructure and capital investments and
21 improvements, that you break that down and you also
22 consider that some of those costs are going to be
23 related to employee benefits, going to be related
24 to voluntary opportunity programs, opt-out
25 programs, those type of internal things. And when

1 you balance those internal things, then I suggest
2 to you that this rate increase is absolutely too
3 high and too much, and it is a time -- it is an
4 increase whose time has certainly not come. And do
5 not grant the increase without balancing the timing
6 of the request for the increase and the effect of
7 the increase.

8 [Applause]

9 We positively like the attitude of Duke, as it
10 has allowed or participated in certain legislation
11 that helps to stop Alzheimer's patients' bills from
12 being -- utilities from being cut off, and special-
13 needs' utility bills from being cut off during
14 winter months. But all of that must be balanced
15 for the best interests of our vulnerable citizens.

16 **VOICE:** That's right.

17 **REP. ALLEN:** Thank you.

18 **VOICE:** Amen.

19 [Applause]

20 **CHAIRMAN HOWARD:** Thank you, Representative
21 Allen.

22 At this time, I'll ask Attorney Dong if he
23 will read the docket.

24 **MR. DONG:** Good evening. Can you hear me back
25 there? Is my mic on?

1 **VOICE:** Yes, sir.

2 **MR. DONG:** Okay. Good evening. Can you hear
3 me back there? Is my mic on?

4 This is a public hearing for Docket No. 2011-
5 271-E, the application of Duke Energy Carolinas for
6 authority to increase rates and charges. And my
7 name is Randall Dong; I'm one of the lawyers who
8 advises the Commission, one of the legal staff.
9 And before I get started, I'd like to do a couple
10 of housekeeping items. First thing is, if you have
11 cell phones, if you would please silence them or
12 turn them off, that would be much appreciated. And
13 secondly, you may have received, when you came in,
14 a card, a blue card, describing the proceedings
15 tonight. If you feel compelled to keep them,
16 that's fine. But if not, we will be collecting
17 them and recycling them for the next public
18 hearing. So, if you would like to leave those with
19 a staff member when you leave, we'd appreciate
20 that.

21 The full Commission, all the Commissioners you
22 see in front of you, and many of our staff, we've
23 come here tonight to give the public an opportunity
24 to testify in the record in this case, and save you
25 from having to come to Columbia on December the

1 7th. If you testify tonight, you won't be
2 permitted to testify again in Columbia. We're
3 asking that each witness be limited to one bite at
4 the apple, so to speak, one opportunity to testify.
5 And we're going to try to hear as many of you as
6 would like to be heard tonight.

7 This hearing is to take your testimony and to
8 hear your views. And by law, the Commission cannot
9 answer questions from you, or to otherwise respond
10 to you when you testify. So, please give us your
11 views, tell us what your experiences have been, but
12 please refrain from asking the Commissioners
13 questions, because by law the Commissioners can't
14 respond to that. Now, the Office of Regulatory
15 Staff is here, and they are a party to this case,
16 and they represent the public interest. They'll
17 introduce themselves in a minute. And they have
18 representatives here who can talk to you during a
19 break or after the hearing, or you can take their
20 cards, and they'll be happy to talk to you about
21 how this case is going to run.

22 We want to give as many of you as possible a
23 chance to speak, so we're limiting testimony to
24 three minutes per witness, and there is a clock --

25 **VOICE:** No.

1 **MR. DONG:** -- down at the end, and if you
2 would --

3 **VOICE:** No, not enough.

4 **MR. DONG:** -- please -- please watch your
5 time, because we want to give as many of you a
6 chance to talk as possible, and there are --

7 **VOICE:** Five minutes.

8 **MR. DONG:** -- a lot of you here. So, please
9 watch your time. If you come up and you've already
10 heard what you would like to say, if you want to
11 adopt the testimony that's been given previously,
12 you can do that. Frequently, we have folks who say
13 "Well, you know, my neighbor has already said what
14 I had to say, so I'll save my time for the next
15 person."

16 Also, we would like to ask that you hold
17 applause, because that also helps us to move it
18 along and helps as many people as possible get
19 their views into the record. Understand, the more
20 time that we spend on things like that, the less
21 opportunity there is for somebody to give their
22 testimony.

23 Now, I'm going to call folks in order, and
24 when you come forward, please wait to be sworn in,
25 because this is testimony just like you give in

1 court, and then give your full name and address,
2 and tell us whether or not you're a Duke customer
3 also. And if you're not a Duke customer, tell us
4 what your interest in the proceeding is.

5 And with that said, I think we're ready to get
6 started.

7 **CHAIRMAN HOWARD:** Thank you, Attorney Dong. I
8 just want to emphasize one thing. If you've got a
9 problem, if you've got a complaint, if you've got
10 an issue, this is the perfect time, because you
11 won't be in a better position to have executives
12 and people from Duke here to answer your questions,
13 and also the ORS, the Office of Regulatory Staff,
14 so please take advantage of their being here
15 tonight. If you have any issues, please discuss it
16 with them.

17 At this time, I would like the parties to
18 introduce themselves. And who represents the
19 Applicant, Duke Energy?

20 **MS. SHAFEEK-HORTON:** Good evening. Timika
21 Shafeek-Horton, on behalf of Duke Energy. With me
22 at counsel's table is Alex Castle and Frank
23 Ellerbe. Also in the room tonight, I'd like to
24 introduce a number of people. The president of
25 Duke Energy/South Carolina, Catherine Heigel, is

1 here. George Acker is the vice president of Local
2 Government & Community Relations. He will be
3 giving the opening remarks tonight. Also here to
4 answer questions customers may have about their
5 specific accounts are: energy efficiency, Rick
6 Mifflin; vegetation management, Doug Gould; power
7 delivery, Jerry Chapman; customer billing and
8 service questions, Barbara Yarbrough; large-
9 business customer account management, Ken Rada;
10 economic development, Clark Gillespie; and hydro
11 licensing and lake services, Jen Huff. Thank you.

12 **CHAIRMAN HOWARD:** Office of Regulatory Staff?

13 **MS. HUDSON:** Good evening, Mr. Chairman, and
14 members of the Commission. My name is Shannon
15 Hudson. With me is Courtney Edwards. We are
16 attorneys with the Office of Regulatory Staff.
17 Also, I want to introduce Michael Seaman-Huynh and
18 Brad Kirby. Michael is with our Electric
19 Department, and Brad is with our Consumer Services
20 Department. Courtney and I may not respond to
21 questions during the pendency of the hearing
22 tonight. We'll be glad to answer any questions you
23 have during the break or afterwards. But I want
24 you to know that Michael and Brad are available to
25 talk with you during the hearing. So, if you just

1 want to tap them on the shoulder, they'll go
2 outside and talk with you. They will also be
3 available during the breaks and after the hearing.

4 I wanted to tell you, during the night I may
5 have some questions for you. Please do not take
6 offense if I ask you a question; please don't take
7 offense if I don't ask you a question. The
8 important thing is that we all listen to you
9 tonight. Thank you for being here.

10 Thank you, Mr. Chairman.

11 **CHAIRMAN HOWARD:** Opening statements? Duke?

12 [Witness sworn]

13 THEREUPON came,

14 **G E O R G E A C K E R ,**

15 who, having been first duly sworn, testified as follows:

16 **MR. RICHARDSON:** Please state your name and
17 address.

18 **WITNESS:** George Acker with -- can you hear me
19 okay? George Acker with Duke Energy. Address, 40
20 West Broad Street, here in Greenville.

21 Members of the Commission, ladies and
22 gentlemen, good evening. I appreciate you taking
23 the time to come up to Greenville. You do us an
24 honor by being here. I've worked for Duke for 30
25 years. Twenty-eight of those have been in the

1 upstate, here in South Carolina. The last 20 of
2 those have been in Greenville. My wife and I
3 raised our kids here. They were educated here. We
4 love South Carolina, and we want the best for the
5 State.

6 I appreciate the opportunity to briefly talk
7 about the rate increase our company is requesting.
8 I also appreciate the opportunity to hear from many
9 of the customers who are here tonight. At Duke,
10 our mission is pretty simple. It's to improve
11 customers' lives by providing safe, reliable,
12 affordable electricity in a sustainable way. We
13 take that mission and mandate very, very seriously.
14 We understand how critical electricity is to all of
15 our customers.

16 For over 100 years we've been making
17 investments in our business to deliver on our
18 promises to customers and help fulfill the economic
19 growth in the communities we serve. We understand
20 that affordable, reliable electricity is the
21 lifeblood of job growth and the economy.

22 Roughly \$6½ billion that we have already
23 invested in our system over the last two years
24 represents a continuation of that legacy and a
25 commitment to all South Carolina customers. We

1 recognize that these are difficult financial times
2 for many of our customers. That's why we've been
3 working hard to control operations and maintenance
4 costs as we continue to make these long-term
5 investments in generation, distribution, and other
6 facilities. With our aging infrastructure, that
7 can be a tough task. We are committed to working
8 to control costs and to keep our commitment to
9 provide reliable service to our customers. We've
10 managed our business so that our rates are well
11 below the national and regional averages today. If
12 approved as filed, our customers will continue to
13 pay rates well below the national average and
14 competitive in the southeast region.

15 Our power plants, including our nuclear fleet,
16 are among the highest performing generation assets
17 in the country. In 2010, we had a record-breaking
18 year for nuclear operations, and Catawba nuclear
19 here in South Carolina was the least-cost operation
20 nuclear station in the country. In 2010, we also
21 had record-breaking operations and held operations
22 and maintenance costs flat.

23 Because of the significant investments we've
24 made in our system, our current electric rates are
25 not sufficient to continue to make the kinds -- the

1 types of -- to continue to make the types of
2 investments that we need, to ensure our commitment.

3 [3-minute alarm]

4 It's important to note, the rate increase
5 would pay for investments we've already made. The
6 increase in rates would cover the \$6½ billion we've
7 already put in the system.

8 I appreciate the opportunity to speak before
9 you and look forward to hearing our other
10 customers' comments. Thank you.

11 **CHAIRMAN HOWARD:** Thank you, Mr. Acker.

12 Commissioners, you have any questions of Mr. Acker?

13 [No response]

14 Thank you, very much.

15 [WHEREUPON, the witness was excused.]

16 Office of Regulatory Staff, any opening
17 statements?

18 **MS. HUDSON:** No, Mr. Chairman.

19 **CHAIRMAN HOWARD:** Thank you, very much. Mr.
20 Dong, if you'll call the first witness?

21 **MR. DONG:** The first witness is James Love.

22 [Witness sworn]

23 THEREUPON came,

24 **J A M E S L O V E ,**

25 who, having been first duly sworn, testified as follows:

1 **MR. RICHARDSON:** Please state your name and
2 address.

3 **WITNESS:** James Love. I'm in Columbia, South
4 Carolina. I represent AARP and our 530,000 members
5 in our State. I do have copies of my testimony
6 here for you all to look at.

7 I do want to thank you all for the opportunity
8 to voice our concerns about this proposed rate
9 hike, that we believe will have a
10 disproportionately negative impact on seniors in
11 South Carolina.

12 In August of this year, the AARP Foundation
13 reported that South Carolina ranks fourth in the
14 nation for those 60 and older at risk of hunger.
15 Folks having a hard time paying for such an
16 essential as food would certainly have a difficult
17 time paying higher power rates.

18 The dramatic escalation in utility rates that
19 we're seeing across the Southeast and the entire
20 country poses a particular concern for older
21 households. That's why we're scrutinizing every
22 rate decision that's being made around the country.
23 The Carsey Institute, that's associated with the
24 University of New Hampshire, reports, and I quote,
25 "The need for energy assistance grew rapidly in the

1 span of only three years. Nationwide, from the
2 winter of '06-07 to the winter of '09-2010, there
3 was a 48 percent increase in households..."
4 requesting assistance.

5 The Department of Health and Human Services'
6 data estimates that nearly 7.7 million households
7 received energy assistance in 2009, though many
8 more households were eligible. In South Carolina,
9 data from the Low Income Home Energy Assistance
10 Program -- LIHEAP -- indicates an extreme need for
11 assistance among individuals, including seniors.
12 In 2009, about 35,000 individuals received
13 assistance; in 2010, that number went up to almost
14 60,000. Through September 30th of this year,
15 almost 49,000 individuals have received assistance.
16 And with three months to go, winter months, we
17 anticipate that the 2011 need for assistance will
18 definitely surpass 2010.

19 State regulatory bodies such as yours have a
20 duty to make sure that rates are fair, markets are
21 transparent, and services are accessible. Utility
22 providers must remember that their responsibility
23 to the -- that they have a responsibility to the
24 public they serve and not just their investors,
25 especially at a time when many older Americans with

1 low to moderate incomes are struggling to make
2 their financial ends meet. During the past two
3 years, rates have continued to increase while
4 personal income and growth has stayed frozen, and
5 in many cases, declined. The AARP Policy Institute
6 tracks the energy affordability gap, and I quote
7 from that: "Between 2002 and 2010, the energy
8 affordability gap increased by \$11.7 billion...
9 This represents a 64 percent increase in the gap
10 between the cost of home energy and the amount that
11 low-income households can afford..."

12 I thank the members of the Commission for this
13 opportunity to speak. And on behalf of our 530,000
14 members, as well as other citizens and other older
15 citizens, we hope you will take serious
16 consideration on the adverse impacts that this
17 could have, particularly on seniors in South
18 Carolina. Thank you.

19 [Applause]

20 **CHAIRMAN HOWARD:** Thank you, Mr. Love. Does
21 either party have any questions of Mr. Love?

22 **MS. SHAFEEK-HORTON:** No questions. Thank you.

23 **CHAIRMAN HOWARD:** ORS?

24 **MS. HUDSON:** No questions.

25 **CHAIRMAN HOWARD:** Commissioners, any questions

1 of Mr. Love?

2 [No response]

3 **CHAIRMAN HOWARD:** Mr. Love, thank you very
4 much for coming.

5 [WHEREUPON, the witness was excused.]

6 **MR. DONG:** John Wiebel?

7 **MR. WIEBEL:** Before you put me on the clock,
8 as we head into Veterans Day, I hope everybody will
9 join me in about a two-second moment of silence for
10 those who have given their lives for our country
11 and those that are serving overseas right now.

12 [Brief pause]

13 Thank you, very much.

14 [Witness sworn]

15 THEREUPON came,

16 **J O H N W I E B E L ,**

17 who, having been first duly sworn, testified as follows:

18 **MR. RICHARDSON:** State your name and address.

19 **WITNESS:** My name is John Wiebel. 105 Mansion
20 Circle, Piedmont, South Carolina.

21 Now, Ms. Fleming, in 2009 under your
22 chairmanship, I came before the Commission in
23 Columbia, and I appreciated your indulgence then.
24 And I'm a little bit different now. And I'm just
25 going to pick a little bone with you. I'm glad to

1 see y'all up here earning a little bit of those
2 salaries, \$99,000 maybe to \$101,000.

3 [Applause]

4 And I know you're going to get a little travel
5 too, so I appreciate that. Doing your job, that's
6 what I appreciate. Now, in 2009, I came before you
7 and I wanted to know who sold Catawba River to Duke
8 Power. Of course, I couldn't get an answer because
9 that's not what this is all about. But, they've
10 got power plants all up and down my river, and
11 belongs to me and these people right here, and
12 we're not getting paid for them using our river but
13 they're taking money out of our pocket to make
14 millions off the use of that very river.

15 [Applause]

16 And I speak for a lot of South Carolina when I
17 say that that runs from Cliffside all the way down
18 to Wateree, so that's a lot of real estate.

19 Now, in 2009, I came up here for the first
20 rate increase, which I believe was around 13 maybe
21 14, 15 percent -- 2009 -- and they forewent the 7
22 percent fuel charge if you gave them the permanent
23 increase then. Now, since that hearing -- that is
24 in 2009, till as I'm standing here today -- they
25 got that rate increase; they also got 1.5 percent

1 to move coal around, a coal transportation fee.
2 They also got 7 percent this year for refueling.
3 Now they're coming in here for 17 percent.

4 Now the bottom line is, this is not a 17
5 percent rate increase. This is an ability to put
6 their name on the Cincinnati Reds ballpark, on the
7 inner wall. When you're watching the Braves, you
8 look and you see "Duke Power" on the wall of the
9 baseball park. And if they can do that, they can
10 pay their own pensions. And this is not about
11 electricity; it's about pensions and shareholders.

12 So, now, let's just do a little adding here:
13 1.5, 15, 7, and 17. We are getting near 50 percent
14 rate increase within the last two years, without
15 cost-of-living for disabled veterans, like myself,
16 Social Security recipients, and other low-income
17 families. This is also a job killer. Our job rate
18 -- the jobs that's going on in South Carolina, as
19 we try to draw in industry, they're going to look
20 at power rates, and they might go somewhere else.

21 Now, I'm going to thank you for y'all being
22 here again. I appreciate the time before the
23 Commission, and the only thing I can say is, God
24 bless South Carolina.

25 [Applause]

1 **CHAIRMAN HOWARD:** Mr. Wiebel, will you come
2 back up? We might have some questions for you.

3 [Laughter]

4 Does either one of the parties have a question
5 for Mr. Wiebel?

6 **VOICE:** Do you dare?

7 [Laughter]

8 **MS. SHAFEEK-HORTON:** Nothing.

9 **CHAIRMAN HOWARD:** Commissioners?

10 [No response]

11 Mr. Wiebel, thank you very much.

12 **WITNESS:** Thank you very much, Mr. Chairman.

13 [Applause]

14 [WHEREUPON, the witness was excused.]

15 **MR. DONG:** Vanessa Payne.

16 [Witness sworn]

17 THEREUPON came,

18 **V A N E S S A P A Y N E ,**

19 who, having been first duly sworn, testified as follows:

20 **MR. RICHARDSON:** Please state your name and
21 address.

22 **WITNESS:** My name is Vanessa Payne, 409 Twin
23 Falls Drive, Simpsonville.

24 I would like to say good evening to everyone.

25 My complaint is that we purchased a home in 2008.

1 From 2008 to October 2011, our power bill has
2 increased from approximately \$60 to \$125, so,
3 there's been an increase. We have a gas hot water
4 heater. I only do laundry once a week. I do my
5 dishwasher once a week. And that is too much for
6 two people.

7 As someone who is on disability and not had an
8 increase in Social Security for two years, even
9 with the increase in 2012 of 3.5 percent, Medicare
10 can take most of that. My husband is now at
11 retirement age. He's not going to be able to
12 retire. Number one, he's a diabetic. Number one,
13 he has health issues, I have health issues. We
14 need our money for our medications.

15 I'm the vice president of the HOA of my
16 community. The property management and myself have
17 called Duke Power numerous times about the lighting
18 in our development. We need the lights cleaned, we
19 need the bulbs replaced, we need the glass
20 replaced. And approximately six or seven times
21 they have never responded, and we're paying \$1,300
22 a month from HOA fees to Duke Power.

23 On the items that I have researched recently,
24 Duke Power has on their website 15 percent; one
25 says 17 percent. As of October 12th, 2011, Duke

1 Power's website states 20 percent. Which is it?
2 Are you wanting 15 percent, 17 percent, or 20
3 percent? Make it clear. And there's a difference
4 in residential, industry, and commercial. That is
5 not fair. It is not fair for the residents of
6 South Carolina to have a higher increase than
7 industry or commercial.

8 We have tremendous foreclosures in our State.
9 People are going hungry. People are homeless.
10 Seniors -- which I don't like to consider myself a
11 senior, but I am -- we don't go to the grocery
12 store and be able to buy what we want; we have to
13 go to the grocery store and buy what we can afford
14 to eat. With unemployment at a high rate of 9
15 percent in South Carolina and -- which a lot of you
16 will not know this, because if you're not
17 interested in veterans' issues, you won't know this
18 -- there is 11 percent unemployment with our
19 veterans coming home today. That is terrible.
20 They can't afford to come home and have a job? How
21 are they going to pay the power bill?

22 According to WYFF-4 on October the 27th, they
23 stated that there are thousands of people behind on
24 their power bill.

25 [3-minute alarm]

1 If they're already behind, how are they going
2 to catch up when the economy is so bad? In the
3 first six months of 2011, Duke Power had a net
4 profit of \$946 million.

5 **VOICE:** Whoa.

6 **VOICE:** Wow.

7 **VOICE:** Woo.

8 **WITNESS:** Now, that's from my research. It is
9 not a good time, with the economy, to go up on Duke
10 Power. We can't afford it. We just can't afford
11 it.

12 Thank you.

13 [Applause]

14 **CHAIRMAN HOWARD:** Ms. Payne, wait a minute.
15 We may have questions.

16 Does either party have any questions of Ms.
17 Payne?

18 **MS. SHAFEEK-HORTON:** No questions, but I would
19 note that Ms. Yarbrough is here and may be able to
20 offer some assistance with the HOA issue she
21 raised.

22 **CHAIRMAN HOWARD:** Office of Regulatory Staff?

23 **MS. HUDSON:** I was going to extend the same
24 offer. Ms. Payne is free to speak with one of our
25 Office of Regulatory Staff representatives, as

1 well. Thank you.

2 **WITNESS:** Thank you.

3 **CHAIRMAN HOWARD:** Commissioners, any questions
4 -- Ms. Payne. Commissioners, any questions for Ms.
5 Payne? Commissioner Fleming.

6 **EXAMINATION**

7 **BY COMMISSIONER FLEMING:**

8 **Q** Good evening, Ms. Payne. I wanted to ask you, you said
9 for your development that you had made a number of
10 calls. Could you give us a timeframe of when you made
11 those calls?

12 **A** I don't. We have a property management, which is
13 Norcon. Norcon had people who work in that office, and
14 the young lady there and myself -- my notes are at home.
15 I keep files on Norcon board meetings and HOA board
16 meetings. I don't have those available tonight, but we
17 have called six or seven times in the last three years
18 that I've lived in that development.

19 **Q** Over a three-year time period?

20 **A** Yes.

21 **Q** And are the lights out or are they just --

22 **A** They're not out. But, the way the lights are in the
23 community, it fills up with dirt and bugs, and it dims
24 the lights. There's light bulbs out, there's glass
25 broken, and they just won't come and fix it. And with

1 us paying \$1,300 a month of HOA fees to Duke Power, they
2 could at least have the courtesy to come and fix those
3 for us when we have a complaint.

4 **Q** And they haven't even been out to --

5 **A** No, ma'am.

6 **Q** -- see about it?

7 **A** They have not.

8 **COMMISSIONER FLEMING:** Okay. Thank you.

9 **CHAIRMAN HOWARD:** Commissioners?

10 [No response]

11 Ms. Payne, thank you very much for coming, and
12 please take advantage of the Duke offer and the ORS
13 offer.

14 **WITNESS:** Okay, thank you.

15 **CHAIRMAN HOWARD:** Thank you. Next witness?

16 [WHEREUPON, the witness was excused.]

17 **MR. DONG:** Barry Porter. And after Mr.
18 Porter, Aaron Clardy.

19 [Brief pause]

20 Is Mr. Porter here?

21 **VOICE:** He's not here.

22 **MR. DONG:** What about Mr. Clardy?

23 **MR. CLARDY:** [Indicating.]

24 **MR. DONG:** Thank you, sir.

25 [Witness sworn]

1 THEREUPON came,

2 A A R O N C L A R D Y ,

3 who, having been first duly sworn, testified as follows:

4 MR. RICHARDSON: State your name and address.

5 WITNESS: My name is Aaron Clardy. I live at
6 124 Irene Circle, Greenville, South Carolina. I am
7 a Duke Energy customer.

8 I would just like to make some statements to
9 this Commission here this evening. I appreciate
10 you coming to hear some of the concerns that the
11 citizens here in Greenville have about the rate
12 increase. As I've heard here tonight, that the
13 increases that Duke Energy has already implemented
14 and even requested of this Commission tonight, they
15 have been excessive; that most of us, a lot of us
16 here tonight, are on fixed incomes; and that this
17 increase at this time is very unwise, I feel like.

18 You know, as a minister myself, and we at the
19 church have to watch the bottom line, we have to
20 watch what we, you know, spend. And I understand
21 that Duke Energy is a business, and they have to
22 have some increases maybe at times to help their
23 bottom line to look healthy and all. However, at
24 this time, with the economy the way it is and some
25 of the statements already made here tonight, with

1 the unemployment rates and the possibility or the
2 likelihood of jobs being available to many people,
3 that this is very unwise at this time.

4 And I appreciate your time and attention to
5 listen.

6 **CHAIRMAN HOWARD:** Reverend, thank you very
7 much. Does either party have any questions of
8 Reverend Clardy?

9 **MS. HUDSON:** No, thank you.

10 **CHAIRMAN HOWARD:** Commissioners?

11 [No response]

12 Reverend, thank you very much for coming.

13 [Applause]

14 [WHEREUPON, the witness was excused.]

15 **MR. DONG:** Cynthia Eason. And behind Ms.
16 Eason, it would be -- it looks like -- Barbara
17 Keeton.

18 Mr. Porter, we'll get you in here, okay?

19 [Witness sworn]

20 THEREUPON came,

21 **C Y N T H I A E A S O N ,**

22 who, having been first duly sworn, testified as follows:

23 **MR. RICHARDSON:** Please state your name and
24 address.

25 **WITNESS:** I'm Cynthia Eason. 216 South

1 Pleasantburg Drive, Greenville. And yes, I am a
2 Duke Energy customer.

3 My position is vice president of Corporate &
4 Economic Development for Greenville Technical
5 College here in Greenville, and I'm here to provide
6 my support for the proposed extension of the Bulk
7 Power Marketing Sharing Program through AdvanceSC
8 under consideration as a part of Duke Energy's
9 pending rate case.

10 Since its inception in 2004, AdvanceSC has
11 awarded grants of over \$52 million to benefit
12 residents and employers in the upstate of South
13 Carolina. In my particular area of interest, which
14 is education, AdvanceSC has granted over \$14
15 million. These dollars are at work today in the
16 upstate, improving the lives of South Carolina
17 citizens and helping us to improve the
18 competitiveness of business and industry through
19 workforce development. My school, Greenville
20 Technical College, has received grants totaling
21 \$4,248,900 for this program.

22 These grants have enabled us to expand our
23 welding program, introduce a manufacturing
24 readiness program to prepare individuals for good
25 jobs in our strong manufacturing sector, to

1 implement a registered electrician apprenticeship
2 program, and a registered CNC apprenticeship
3 program, to develop and deliver a program in hands-
4 on manufacturing processes for wind engineers.

5 Of the more than \$4 million received by
6 Greenville Tech, \$2.7 million of this was for
7 projects done in collaboration with our sister
8 technical colleges in the upstate. Working
9 together, these five colleges have developed a
10 world-class mechatronics curriculum to provide the
11 mechanical, electrical, electronics, and computer
12 networking skills needed to maintain advanced
13 manufacturing operations. This has allowed us to
14 upfit labs at all five colleges, including
15 mechatronics and robotics trainers to support these
16 mechatronics programs, and have provided
17 professional development for a cadre of
18 mechatronics instructors at our colleges.

19 Most recently, thanks to an AdvanceSC grant
20 supported by Duke Energy, the five-college
21 collaboration has launched a campaign called "Dream
22 It. Do It." This is aimed at interesting young
23 people -- interesting young people in careers in
24 manufacturing. The upstate of South Carolina is
25 blessed with strong manufacturing assets that allow

1 us to compete in the global marketplace. It is
2 critical that we continue to attract well-qualified
3 young people into the careers needed to support
4 manufacturing here in South Carolina. The ability
5 for the upstate to continue to attract new industry
6 to our area and to support expansion of current
7 business is highly dependent on how well we develop
8 a skilled workforce. Duke Energy, through
9 AdvanceSC, has been an important partner to the
10 technical colleges in this effort.

11 Thank you for your consideration of my request
12 that AdvanceSC be continued. It is truly making a
13 difference in Greenville and in upstate South
14 Carolina.

15 **CHAIRMAN HOWARD:** Thank you, Ms. Eason. Does
16 either party have a question of Ms. Eason?

17 **MS. SHAFEEK-HORTON:** No.

18 **MS. HUDSON:** [Shaking head.]

19 **CHAIRMAN HOWARD:** Commissioners?

20 [No response]

21 Ms. Eason, thank you very much for coming.

22 **WITNESS:** Thank you, very much.

23 [WHEREUPON, the witness was excused.]

24 **MR. DONG:** I would call Ms. Keeton next. And
25 then after Ms. Keeton, I'd like to fit in Mr.

1 Porter.

2 [Witness sworn]

3 THEREUPON came,

4 B A R B A R A K E E T O N ,

5 who, having been first duly sworn, testified as follows:

6 MR. RICHARDSON: State your name and address.

7 WITNESS: My name is Barbara Keeton, 9 Ardmore
8 Drive, in Taylors, South Carolina. And I am a Duke
9 Power customer.

10 I am here on behalf of the senior citizens of
11 this State. I'm an AARP legislative volunteer.
12 And as you've heard, senior citizens cannot afford
13 this, especially since they have not received a
14 cost-of-living allowance increase in years. They
15 just received a small one, and Medicare took that.

16 Last year we had, I believe, two elderly
17 people who died in their homes being froze to death
18 because they did not have the money to pay for
19 their electricity.

20 I have to question Duke Energy about this,
21 because as it stands right now, they are in the
22 process of a merger or take-over with Progress
23 Energy, and you have to wonder is this part of the
24 reason why they're asking for this increase. When
25 the gentleman from Duke spoke earlier, he was

1 talking about the billions of dollars that they
2 have spent. Duke Energy reported a \$441 million
3 profit in the second quarter of this year.

4 **VOICE:** Wow.

5 **VOICE:** Whoa.

6 **WITNESS:** In the first six months of this
7 year, it is stated that they had a \$1 billion
8 dollar profit. I got this off of the Internet
9 today from AOLEnergy.com.

10 I have to really question why they would want
11 such a huge increase when last year they got an
12 increase in our rates, too. It just does not make
13 any sense to me. It does not make any sense to
14 senior citizens or anyone living on a fixed income.
15 The economy sucks. We have no recourse --

16 [Applause]

17 -- to get any extra money. You go to the
18 grocery store and every day when you go in there,
19 the prices have doubled or tripled, and it's going
20 to continue going this way. It has got to stop.
21 It's time for the citizens of this State and of
22 this country to be given a break, instead of having
23 high taxes, increased rates, and increased food
24 costs crammed down our throats. It is time the
25 elected officials of this State stand up for the

1 people, not for industry alone. Because that's the
2 way --

3 [Applause]

4 -- the U.S. Congress does that; it's all about
5 the industry, it's not about the people that voted
6 you in office. Thank you.

7 [Applause]

8 **CHAIRMAN HOWARD:** Does either party have a
9 question for Ms. Keeton?

10 **MS. SHAFEEK-HORTON:** No.

11 **MS. HUDSON:** No, sir.

12 **CHAIRMAN HOWARD:** Commissioners?

13 [No response]

14 Ms. Keeton, thank you very much for coming.

15 [Applause]

16 [WHEREUPON, the witness was excused.]

17 **MR. DONG:** Mr. Porter?

18 [Witness sworn]

19 THEREUPON came,

20 **B A R R Y P O R T E R ,**

21 who, having been first duly sworn, testified as follows:

22 **MR. RICHARDSON:** State your name and address.

23 **WITNESS:** My name is Barry Porter. I live at
24 231 West Marion Road, in Greenville, South
25 Carolina.

1 First of all, I'd like to thank the Public
2 Service Commission for allowing me the opportunity
3 to speak. I'd like to also thank the Office of
4 Regulatory Staff and Duke Energy for being here,
5 some of which I've spoke with. I was kind of a
6 little disappointed tonight when I got here. I had
7 sent a friend of mine with a table, with written
8 petitions -- if you don't know, I am the one that
9 started the online petition at Change.org.

10 [Applause]

11 And I am just one person. I speak for many
12 people. The small 3.6 percent increase that we are
13 afforded to have the opportunity to get in January,
14 why should that go in the pockets of the
15 shareholders of Duke Energy Corporation?

16 [Applause]

17 The facts are, is, the economy is bad. We
18 struggle to make it from month to month. You know,
19 how much more does Duke Energy want than what
20 they've already done got? The facts are, and I
21 state this in my online petition at change.org,
22 simply put, this is the cost of Duke Energy doing
23 business in South Carolina. They are no different
24 than any other business. You have to spend money
25 to make money. That's all.

1 **CHAIRMAN HOWARD:** Thank you, Mr. Porter. Any
2 of the parties -- either party have a question for
3 Mr. Porter?

4 **MS. SHAFEEK-HORTON:** No.

5 **MS. HUDSON:** No, sir.

6 **CHAIRMAN HOWARD:** Commissioners?

7 [No response]

8 Mr. Porter, just a minute.

9 **EXAMINATION**

10 **BY CHAIRMAN HOWARD:**

11 **Q** What was the name of your petition again? What is the
12 name of your --

13 **A** It was on change.org, and it's opposed to Duke Energy
14 rate hike increase. And it was mentioned on WYFF, or
15 shown on WYFF, I think on Tuesday -- Monday. And it's
16 been showing since. I was a little -- can I say a
17 little bit more, just a second?

18 **Q** I asked you the questions, so go ahead.

19 **A** I was really upset, because when the person I sent with
20 the table that I brought, not the table that was here,
21 to collect more names for people that hadn't already
22 done signed the online petition and already done
23 submitted a letter of protest through the Public Service
24 Commission website, we was told we couldn't set up our
25 table. Y'all had your all's table set up, but we

1 couldn't set up ours. It's a little unfair, the fact
2 that y'all can set up a table, but the fact that we are
3 here voicing our opinions, we couldn't have other people
4 that didn't have the opportunity and didn't have access
5 to the Internet, didn't know anything about the online
6 petition, couldn't have the opportunity to sign the
7 petition that I have in this envelope -- that I am not
8 giving to the Public Service Commission tonight. I'm
9 going to give it to a State senator to make sure that it
10 is on the record.

11 **VOICE:** Yeah.

12 [Applause]

13 **CHAIRMAN HOWARD:** Any other questions for Mr.
14 Porter?

15 [No response]

16 Thank you very much, Mr. Porter.

17 [WHEREUPON, the witness was excused.]

18 **MR. DONG:** Donald Cuddihee. And then after
19 him, Jennifer Miller.

20 [Witness sworn]

21 THEREUPON came,

22 **D O N A L D F . C U D D I H E E , S R . ,**
23 who, having been first duly sworn, testified as follows:

24 **MR. RICHARDSON:** Please state your name and
25 address.

1 **WITNESS:** My name is Donald F. Cuddihee, Sr.
2 I live at 305 Middle Brook Court, Greer, South
3 Carolina 29650.

4 This cold season I'm running my heating at 64
5 degrees; it's kind of chilly in the house.

6 Naturally, Duke Energy is going to seek as
7 much as it can get in rate increases. That's the
8 way our economy works. It's the duty of the Public
9 Service Commission to protect the citizens of South
10 Carolina from rate increase tyranny for utility
11 services that seriously impact the welfare of these
12 citizens. Duke Energy's request for a 17 percent
13 increase does impact the welfare of South Carolina
14 citizens, especially seniors, with one in four
15 struggling with poverty. Actually, we have an
16 aging infrastructure out here [indicating], just as
17 Duke Energy said that it had an aging
18 infrastructure.

19 [Laughter, applause]

20 If this 17 percent is a bargaining chip and if
21 a settlement of, say 9 percent is achieved, should
22 all feel good?

23 **VOICES:** No.

24 **WITNESS:** Not so. We need all increases
25 deferred indefinitely. Duke can dip into its

profits for necessary funds to operate, I think.

VOICE: Yeah.

VOICE: Wow.

[Applause]

CHAIRMAN HOWARD: Does either party have any questions for Mr. Cuddihee?

MS. SHAFEEK-HORTON: No, thank you.

MS. HUDSON: [Shaking head.]

CHAIRMAN HOWARD: Commissioners?

[No response]

Mr. Cuddihee, thank you very much for coming.

[Applause]

[WHEREUPON, the witness was excused.]

[Witness sworn]

THEREUPON came,

J E N N I F E R M I L L E R ,

who, having been first duly sworn, testified as follows:

MR. RICHARDSON: Please state your name and address.

WITNESS: My name is Jennifer Miller. 124 Renee Boulevard. And I am a Duke Energy customer.

I'm here today representing Upstate South Carolina Alliance. Our organization is responsible for marketing in Greenville County, along with the entire ten-county upstate, its business climate,

1 its workforce, its quality of life, in an effort to
2 recruit high-impact jobs to the region.

3 In discussions we have with companies from
4 around the world, costs -- be it utilities, labor,
5 business taxes, et cetera -- are always taken into
6 consideration when evaluating a new location.

7 However, these days, companies are more and more
8 focused on the quality and reliability of some of
9 these factors than just finding the lowest-cost
10 solution.

11 Duke Energy has invested a lot in this region,
12 and it's these investments that provide businesses
13 across the region with long-term, reliable
14 electricity at competitive prices. If this rate
15 increase is approved, our State's rates will still
16 be lower than most of the country, which means we
17 will remain competitive to new companies looking to
18 invest in the region. Now, while it's never a good
19 time for an exorbitant cost increase of any kind,
20 we must recognize that the cost of electricity
21 across the country is on the rise as utilities are
22 asked to meet increasingly stringent federal
23 environmental regulations, as --

24 **VOICE:** Right.

25 **WITNESS:** -- they retire and replace aging

1 power plants, and as they upgrade the system we all
2 rely so heavily on.

3 Duke Energy has been a strong leader and
4 supporter of this community for over a century, and
5 we thank them for their continued efforts to
6 support economic development in this State. Thank
7 you.

8 **CHAIRMAN HOWARD:** Thank you, Ms. Miller.
9 Either party have questions of Ms. Miller?

10 **MS. SHAFEEK-HORTON:** No.

11 **MS. HUDSON:** [Shaking head.]

12 **CHAIRMAN HOWARD:** Commissioners?

13 [No response]

14 Ms. Miller, thank you very much for coming.

15 **VOICES:** Boo. Boo.

16 **CHAIRMAN HOWARD:** [Indicating.]

17 **MR. DONG:** Jerry Hill? And after Jerry Hill,
18 Ben Hasken_[sic].

19 **VOICE:** You need to speak up just a little bit
20 louder. We can't hear.

21 **MR. DONG:** I'm sorry. Is the mic louder now?

22 **VOICE:** That's better.

23 **MR. DONG:** Jerry Hill? And after Mr. Hill,
24 Ben Hasken_[sic].

25 [No response]

1 Mr. Hasken_[sic]?

2 [Witness sworn]

3 THEREUPON came,

4 B E N H A S K E W ,

5 who, having been first duly sworn, testified as follows:

6 MR. RICHARDSON: Please state your name and
7 address.

8 WITNESS: Ben Haskew. 24 Cleveland Street,
9 Greenville. We are Duke Energy customers.

10 I am the president and CEO of the Greater
11 Greenville Chamber of Commerce, and for 18 years I
12 spent my career in both Greenville and Spartanburg
13 Counties working to improve community and economic
14 development in this region of South Carolina.

15 Thank you to the Commission for coming to the
16 upstate, and for listening to the citizens of the
17 upstate about the proposed increase from Duke
18 Energy.

19 I do want to speak tonight about the
20 competitiveness of our region. I could easily
21 adopt the comments of some of those that have gone
22 before me. I want to echo what Senator Fair said
23 about our region and along this corridor really
24 being the economic engine of South Carolina.
25 Anecdotally, we had an announcement last week of a

1 new small company in Greenville that will employ
2 about 70 people over the next few years, and it was
3 critical for this company that they have a power
4 supplier for absolute, uninterruptible service over
5 20-day cycles in their processes, and Duke Energy
6 was able to win that company's confidence, and they
7 will locate in our community and provide those 70
8 jobs over time.

9 It's these kinds of stories that I think we
10 hear time and again, and the economic development
11 organizations in the upstate are about trying to
12 create jobs every day. There are others that will
13 speak about this, as well. And Cynthia Eason who
14 talked about the education factor, we've got to
15 continue to build our workforce and create jobs for
16 the future. And as it was said, companies are
17 looking at every kind of location factor, but the
18 reliability and competitiveness of good electricity
19 supply is critical in our future.

20 We would ask you to consider everything in
21 this case, and certainly consider the efforts of
22 our region to continue to be competitive in
23 attracting jobs for the future. And again, we
24 thank you for coming and listening to the citizens
25 of the upstate. Thank you.

1 **CHAIRMAN HOWARD:** Thank you, Mr. Haskew. Any
2 questions of Mr. Haskew?

3 **MS. SHAFEEK-HORTON:** No, thank you.

4 **MS. HUDSON:** [Shaking head.]

5 **CHAIRMAN HOWARD:** Commissioners?

6 [No response]

7 Mr. Haskew, thank you very much for coming.

8 [WHEREUPON, the witness was excused.]

9 **MR. DONG:** Is Jerry Hill here?

10 [Brief pause]

11 **MR. HOWARD:** That -- I think that's Jerry
12 Howard, H-o-w-a-r-d?

13 **MR. DONG:** I've got Jerry Howard, as well.

14 **MR. HOWARD:** Yeah.

15 **MR. DONG:** Yes, sir. I have Jerry Howard next
16 on the list, yes, sir.

17 **MR. HOWARD:** Okay. That would be me. Thank
18 you, very much.

19 [Witness sworn]

20 THEREUPON came,

21 **J E R R Y H O W A R D ,**
22 who, having been first duly sworn, testified as follows:

23 **WITNESS:** I am Jerry Howard. I'm president
24 and CEO of the Greenville Area Development
25 Corporation. We're at 233 North Main Street, here

1 in downtown Greenville. We are a Duke Energy
2 customer.

3 I'd like to share some information with you
4 that I think is pertinent, and I hope it will be
5 useful as you go forth with your deliberations
6 after this evening. Organizationally, we represent
7 Greenville County and provide business development
8 services for the County. Since 2001, we have
9 announced about 14,000 new jobs in Greenville
10 County, and probably 97 to 98 percent of those jobs
11 have gone to Greenville County citizens. Last year
12 alone, over 1,000 new jobs created in Greenville
13 County paid an annual salary in excess of \$54,000 a
14 year. We've generated over \$2 billion in capital
15 investment in building, land, and machinery, and
16 generated nearly \$40 million in tax revenues back
17 to Greenville County. And I might add that the
18 vast majority of that job creation and the vast
19 majority of that capital investment has been in the
20 manufacturing sector.

21 Sustainable job growth, as Ben just said, is
22 paramount to success, continued success, of this
23 community. I think that high wages and low
24 unemployment is a good combination; it's a workable
25 solution. As someone mentioned earlier, we are at

1 about 9 percent unemployment, but we are making
2 gains on it.

3 There are really two things that support what
4 we've been able to do. You can boil it down, and
5 it comes down to two things. It comes down to
6 workforce, and it comes down to reliable and
7 quality power service, electric power service. I
8 do want to emphasize, for the record -- I do want
9 to emphasize -- "reliable" and "quality." If you
10 even take it a step further, and I think you could
11 take workforce out of the equation, you could take
12 the cultural amenities that we have, the
13 recreational amenities, the educational system --
14 which are all outstanding -- but if you remove
15 that, I can promise you, if companies cannot
16 operate efficiently with minimal power
17 interruptions, they're not going to come to this
18 community. I can assure you that is a fact.

19 And I think this has particular relevance in
20 Greenville, as I mentioned earlier, to Greenville,
21 the Greenville market. We are highly invested in
22 manufacturing. Manufacturing is vitally important
23 to this community. We meet with consultants, the
24 site selectors, with executives all over the
25 country -- in fact, all over the world. Another

1 thing I can assure you is that we are recognized
2 globally as a center of excellence for
3 manufacturing. We are a desirable location for the
4 reasons I just mentioned.

5 This is what I'd like to ask you to do. Given
6 the importance of manufacturing --

7 [3-minute alarm]

8 **VOICES:** No. Go. Go.

9 **CHAIRMAN HOWARD:** [Indicating.]

10 **WITNESS:** Given the importance of
11 manufacturing to our local economy, I would like to
12 ask you to give careful consideration to ensuring
13 that Duke Energy is given the resources that it
14 needs to maintain a capable infrastructure, to
15 continue to provide efficient, reliable power to
16 our clients and those people that come -- those
17 companies that come to the Greenville area --

18 [Indiscernible vocalizations from
19 audience]

20 **CHAIRMAN HOWARD:** Please let Mr. Howard speak.

21 **WITNESS:** -- to provide much-needed jobs to
22 the people who live here. And I thank you for your
23 time, and I appreciate the opportunity to be here,
24 and I'll answer any questions you might have.

25 **CHAIRMAN HOWARD:** Either party have questions

1 of Mr. Howard?

2 MS. SHAFEEK-HORTON: No.

3 MS. HUDSON: No.

4 CHAIRMAN HOWARD: Commissioners?

5 [No response]

6 Mr. Howard, thank you for coming.

7 WITNESS: Thank you.

8 VOICES: Boo. Boo.

9 [WHEREUPON, the witness was excused.]

10 MR. DONG: Jody Bryson? Jody Bryson?

11 VOICE: Speak up?

12 MR. DONG: And then Joseph Ramirez.

13 CHAIRMAN HOWARD: Please keep the noise down
14 so the witnesses here to testify can hear their
15 name being called. Thank you.

16 [Witness sworn]

17 THEREUPON came,

18 J O D Y B R Y S O N ,

19 who, having been first duly sworn, testified as follows:

20 MR. RICHARDSON: Please state your name and
21 address.

22 WITNESS: My name is Jody Bryson. 2 Exchange
23 Street, Greenville, South Carolina, a Duke
24 customer.

25 I am the CEO of South Carolina Technology &

1 Aviation Center, also known as SCTAC, located in
2 Greenville County. For those of you who may not be
3 familiar with SCTAC, we're a former military base
4 that was converted into an industrial park 47 years
5 ago. Today, we manage a public airport; we are
6 home to 85 different companies, including such
7 household names as 3M, Michelin, Lockheed Martin;
8 we have six specialty chemical companies located at
9 our center, three bio-pharmaceutical companies; we
10 have tier-three, tier-four automotive-supplier
11 companies, small startup entrepreneurial companies,
12 a very diverse mix of companies that we work with
13 on a daily basis. We are also engaged in economic
14 development. We have about 600 acres that we're
15 currently working to develop, and we are very
16 active in recruiting new industry for the purposes
17 of job creation and capital investment into the
18 Greenville area.

19 We, as I said, have been operating
20 continuously for 47 years. Duke Energy has been
21 our partner and ally in the growth and development
22 of the center throughout that period of time. You
23 don't get 85 companies within a 2,600-acre park
24 without a lot of hard work and a lot of dedication
25 from all of your suppliers.

1 Last year, we had an economic impact study
2 done. The results of it are pretty staggering. We
3 have nearly 4,000 employees who work at the 85
4 companies in the center. They come from all over
5 the upstate region to work and earn a paycheck and
6 provide for their families. The payroll totaled
7 out is \$360 million annually, and the total impact
8 on South Carolina's economy from that 85 companies
9 at SCTAC is just under \$1.4 billion annually.

10 As I said, Duke Energy is the exclusive
11 provider to the center and to the companies located
12 there. They are a provider of reliable, quality,
13 and readily available energy, which is so important
14 to the growth of the center thus far, and growth
15 into the future, and we would ask you to consider
16 the merits of this case as you go about tonight.
17 Thank you very much for your time.

18 **CHAIRMAN HOWARD:** Does either party have any
19 questions for Mr. Bryson?

20 **MS. SHAFEEK-HORTON:** No, thank you.

21 **MS. HUDSON:** [Shaking head.]

22 **CHAIRMAN HOWARD:** Commissioners?

23 [No response]

24 Mr. Bryson, thank you very much for coming.

25 **WITNESS:** Thank you.

1 [WHEREUPON, the witness was excused.]

2 MR. DONG: Mr. Ramirez?

3 [No response]

4 Joseph Ramirez? What about Norman Mays?

5 VOICE: Norman Mayo.

6 MR. DONG: Okay. Well, I'll take Mayo then.

7 [Witness sworn]

8 THEREUPON came,

9 N O R M A N M A Y O ,

10 who, having been first duly sworn, testified as follows:

11 MR. RICHARDSON: Please state your name and
12 address.

13 WITNESS: My name is Mayo, Norman Mayo. I
14 live at 123 Willowood Drive in Spartanburg. I am a
15 Duke Power customer.

16 And I'm here -- I'm not going to enter into
17 the whys, the economics of that. I'm just going to
18 say, instead of whys, why not? Why not do a better
19 job? My daddy told me when I was young, don't work
20 harder, you work smarter. I'm here in South
21 Carolina; I'm from the State of Maine. I'm here
22 from Maine by way of Idaho, Utah, Pennsylvania,
23 Iowa, Washington State, Florida, and then here.
24 I've seen a lot of this country. I've seen a lot
25 of things in this country. I love this country.

1 That's why I'm here. It was said long ago, don't
2 ask what your country can do for you, but what can
3 you do for your country.

4 **VOICE:** Amen.

5 **WITNESS:** Thank you. And I have something
6 here I think you all will be very interested in.
7 In traveling over this country, I have seen a lot.
8 I've seen the power dams in Alaska -- 400, 500 feet
9 high. I've flown back and forth across the country
10 many times. I've driven across four or five times.
11 Drove across and back this year. Phoenix, LA,
12 Seattle, and then back. Coming from LA this way,
13 you come uphill all the way until you get to Palm
14 Springs, California. Suddenly you're confronted
15 with -- they call them fields of windmills. Wind
16 fields, I think. It's a heckuva site. To me, it's
17 kind of ridiculous. I've seen the big dams. I
18 know what water power is, hydroelectric power. I
19 fished -- fly fished in the Yellowstone River. If
20 you're knocked out with just waders on, you fall
21 in, you're going to get washed out, you might come
22 up down in the Midwest. I've swam in the Atlantic
23 Ocean; I've been caught in a riptide. You don't
24 fight it, you swim across it to get out.

25 **VOICE:** What's your point?

1 **WITNESS:** My point is, sir, I'm talking about
2 power, hydroelectric power. I'll get right to the
3 point; we don't have much time. Having seen those
4 windmills, I got to thinking, and I'm always
5 thinking of something. This [indicating] is a
6 patent. It's never been developed, other than --
7 it's never been developed to work. The patent
8 office granted it, so I have to assume it works;
9 otherwise they wouldn't have granted it. Very
10 succinctly, it says, "The recently patented
11 invention illustrated below changes everything by
12 making it possible to now deliver 60 hertz of
13 electricity directly into the electrical grid at
14 only 60 rpm." Folks, those big turbines turn a
15 heck of a lot faster than that. This is one-third
16 of the speed, and the power is self-evident. I
17 don't think there's a state in this country that
18 doesn't have water flowing through it. At 60 rpm,
19 you plug it into the grid; it's basically free, you
20 don't need a dam. All you need is a waterwheel to
21 turn that thing. Sixty rpm is trivial.

22 I suggest, instead of rate increases, they
23 look to developing new power sources.

24 [Applause]

25 **CHAIRMAN HOWARD:** Just a minute, Mr. Mayo.

1 **WITNESS:** Yes, sir.

2 **CHAIRMAN HOWARD:** Does either party have
3 questions of Mr. Mayo?

4 **MS. SHAFEEK-HORTON:** No.

5 **MS. HUDSON:** [Shaking head.]

6 **CHAIRMAN HOWARD:** Commissioners?

7 [No response]

8 Mr. Mayo, thank you very much.

9 **WITNESS:** You're welcome. Thank you.

10 [Applause]

11 [WHEREUPON, the witness was excused.]

12 **MR. DONG:** Seth Powell? And James Loman_[sic]

13 [Witness sworn]

14 THEREUPON came,

15 **S E T H P O W E L L ,**

16 who, having been first duly sworn, testified as follows:

17 **MR. RICHARDSON:** State your name and address,
18 please.

19 **WITNESS:** My name is Seth Powell. I live at
20 108 Andrews Street, Greenville, South Carolina. I
21 am a Duke Power customer.

22 First, I want to say this is kind of a little
23 misleading. There's only a few hundred people in
24 here, but I know each of them have friends and
25 family that also oppose this motion. I myself have

1 a petition here with several hundred names that
2 also oppose this motion. The gentleman who spoke
3 earlier, they all have constituencies, and they
4 represent a lot of people. I'd say that the
5 opposition to this motion could probably fill a
6 hundred of these chambers, not just one. So, when
7 you look out and you see this crowd, I want you to
8 imagine at least ten more people for every one you
9 see. It's not just -- it's not individuals here;
10 it's a community standing behind an idea, which is
11 opposition to the motion.

12 And our opposition is twofold. Firstfold,
13 this is ill-timed. You've heard numerous times we
14 have a sad economy right now. Right now our State
15 faces high unemployment, high inflation, median
16 income is contracting, the number on fixed income
17 is growing. How does higher utility costs fix
18 those problems?

19 They don't. They don't. They exacerbate it.
20 Let me explain why. When you are a company, and
21 let's say you have a \$1,000 a month utility cost.
22 That goes up 15 percent -- I'll make the math easy
23 -- that's \$150. That's an extra part-time worker.
24 I'm 22 years old. People a couple of years younger
25 than me, that's what they make a month, part-time

1 jobs. So, the question becomes, "Who does that
2 replace?" Unemployment goes higher.

3 Think about if your plant has a \$10,000
4 utility cost; that's \$1,500 extra That's getting up
5 to what I make every month. You multiply by every
6 manufacturing job and every small business, and
7 that's not just me, that's just not one part-time
8 person; that's this whole crowd. These are real
9 people, these are real problems.

10 But, second of all, not only is it ill-timed;
11 I believe it's unnecessary. As you've heard, Duke
12 Power ain't hurting right now.

13 [Applause]

14 They're not hurting like we are. Last year --
15 I haven't looked at the numbers for this year --
16 last year they posted a \$1.1 billion increase.
17 Now, I don't think this is a shortage of resources;
18 this is a misallocation of resources.

19 They complain about having to invest money to
20 the grid to meet regulations. And I agree, a lot
21 of the regulations coming from Washington these
22 days are onerous, and they do impact costs. But
23 while you're complaining about that, why is your
24 CEO running around campaigning for, raising money
25 for the Democratic Party that forces through these

1 regulations in Washington? Why is your company
2 donating \$24 million to the Democratic National
3 Convention next year?

4 Now, my -- my, you know, increase represents
5 about \$30 a month. How many times does that go
6 into \$24 million? A lot. You know, just to put it
7 simple. Like I said, this is not a shortage of
8 resources. You're not hurting, your shareholders
9 aren't hurting. They'll gain 10 percent this year.
10 We are hurting.

11 [3-minute alarm]

12 Rather than hurt us further, help us. Not by
13 taking a loss, but by simply, you know, foregoing
14 your gains now and possibly getting them at a later
15 time. Businesses closing, people getting their
16 power cut off isn't going to raise your bottom
17 line. It's only going to hurt you. We're all in
18 this together. So, let's move forward together as
19 a community. We look forward for Duke Power to
20 partner with us in these troubling times, but right
21 now you are not facing the hard times that we are
22 facing.

23 [Applause]

24 Thank you. I'll stand for questions, but I do
25 want to submit my petition, if possible. It has

1 several hundred names on it from people around this
2 area. I'd appreciate it if the Commission would
3 give it a look and a thought. [Indicating.]

4 **MR. RICHARDSON:** [Indicating.]

5 **CHAIRMAN HOWARD:** Mr. Richardson, thank you.
6 Mr. Powell -- any party -- does either party have
7 questions for Mr. Powell?

8 **MS. SHAFEEK-HORTON:** No.

9 **MS. HUDSON:** [Shaking head.]

10 **CHAIRMAN HOWARD:** Commissioners?

11 [No response]

12 That will be Hearing Exhibit No. 1.

13 [WHEREUPON, Hearing Exhibit No. 1 was
14 marked and received in evidence.]

15 **CHAIRMAN HOWARD:** Thank you, very much, Mr.
16 Powell.

17 **WITNESS:** Thank you.

18 [Applause]

19 [WHEREUPON, the witness was excused.]

20 **MR. DONG:** James Loman or Lomax?

21 **MR. LOMAX:** Lomax.

22 **MR. DONG:** Lomax.

23 [Witness sworn]

24 <

25 <

1 THEREUPON came,

2 J A M E S L O M A X ,

3 who, having been first duly sworn, testified as follows:

4 MR. RICHARDSON: State your name and address.

5 WITNESS: My name is James Lomax. 108 Viola
6 Street, Greenville, South Carolina.

7 I'm not going to be repetitive. I just would
8 like to say this: My heating bill is half of what
9 my cooling bill is in the summertime, and I use
10 Piedmont Natural Gas for heat.

11 [Applause]

12 So, this is the bottom line for me. I got
13 lucky. But the 17 percent rate increase is
14 ridiculous. Me and my wife are drawing disability.
15 Haven't got an increase in Social Security or
16 disability since 2009, the year I retired. So, we
17 just don't have no increase to pay nobody. And
18 thank you.

19 [Applause]

20 CHAIRMAN HOWARD: Mr. Lomax, just a minute.
21 Mr. Lomax. Mr. Lomax, just a minute. Thank you.
22 Either party have a question of Mr. Lomax?

23 MS. SHAFEEK-HORTON: No.

24 MS. HUDSON: No.

25 CHAIRMAN HOWARD: Commissioners?

1 [No response]

2 Mr. Lomax, thank you very much.

3 **WITNESS:** Thank you.

4 [Applause]

5 [WHEREUPON, the witness was excused.]

6 **CHAIRMAN HOWARD:** At this time, we're going to
7 take a ten-minute break. Thank you, very much.
8 And we'll be back at 7:30 by the clock on the wall
9 behind you.

10 [WHEREUPON, a recess was taken from 7:20
11 to 7:30 p.m.]

12 **CHAIRMAN HOWARD:** Mr. Dong, if you would call
13 the next witness?

14 **MR. DONG:** Next I have Ms. Gloria Chinn. And
15 let me go ahead and call the next couple. Gloria
16 Chinn, then William Allen, and then Jan Williams.

17 [Witness sworn]

18 THEREUPON came,

19 **G L O R I A C H I N N ,**

20 who, having been first duly sworn, testified as follows:

21 **MR. RICHARDSON:** Please state your name and
22 address.

23 **WITNESS:** My name is Gloria Chinn. I live on
24 Pelham Road. And I come here not only for myself
25 but for the low-income, those who don't have any

1 income. Myself personally, I haven't worked in
2 months. But when my power bill comes, I still have
3 to pay it, because if I don't, the lights go off.
4 And that happened just this day, today. This
5 morning when I came home, my lights were off --
6 well, what happened, I went to United Ministries to
7 get help. The first 25 people was already there,
8 and I was there way before 7 o'clock. I called
9 Duke Energy at 7 o'clock and I said, "I'm trying to
10 get some help. Can y'all not turn my power off? I
11 don't want my son to be at home with no power."
12 They told me it was nothing they could do,
13 absolutely nothing. So, when I did pick my son up
14 to take him to school -- because I got him to
15 school around 8:45 -- when I got back home -- well,
16 I paid my bill. I borrowed the money and paid my
17 bill. I had to pay the whole thing. They told me
18 I couldn't pay on my previous balance. I had to
19 pay \$259 today. And when I got home my power was
20 turned off, and that was before 10:30 this morning.
21 And what do you do? I mean, it's not just me.
22 It's other single moms just like that.

23 So, you make a choice and you say, well, do I
24 put gas in my car? Well, how am I going to do that
25 next week -- because then I took the money that I

1 was supposed to use to pay gas and things like
2 that, to pay my power bill -- because it's not
3 there, and you can't get blood out of a turnip.
4 But, you know, I understand that we use your
5 service and it should be paid for, but I don't
6 think this is a great time to do an increase for
7 anyone, because everybody is suffering, you know?
8 And it's not because we're bad people. Because I'm
9 a tither, I sow seed, and I'm like, "Lord, what am
10 I doing wrong?" You see what I'm saying?

11 So, I just want to speak for the voice of the
12 people who don't have any income.

13 **VOICE:** All right.

14 **WITNESS:** Not the fixed-income, but no income.
15 But I get a child-support check. I'll tell you
16 that. I get a child-support check, but it ain't
17 like working. Even when I was working two years
18 ago, my power bill was \$300-and-something a month,
19 and it's a three-bedroom apartment. And I wash
20 clothes once a week, and it's just me and my son.
21 And now I'm to the point I don't even turn my power
22 on like that. It's on like 64 or 65, and I have
23 space heaters in my nice apartment, because I can't
24 afford to pay it. And then when I try to pay it,
25 or try to get the money, or don't have the money,

1 they cut it off.

2 And so today, I just turned -- they tell you -
3 - I've done did it enough to know -- you have to
4 flip the main fuse so when it come back on, it
5 won't surge and hurt your stuff. And so, I said,
6 "Well, Lord, I'm just going to stay here and be
7 quiet, and I just thank you during this time." And
8 so -- and then about 2:30 when I got up to turn the
9 switch on, the power was on. So, my son didn't
10 have to experience that, because he was at school.
11 But it shouldn't be that way.

12 And so an increase of 17 percent is a lot of
13 money to somebody who don't have any.

14 [3-minute alarm]

15 And that's all I got to say.

16 [Applause]

17 **CHAIRMAN HOWARD:** Ms. Chinn, Ms. Chinn, just a
18 minute. Either party have a question of Ms. Chinn?

19 **MS. SHAFEEK-HORTON:** No questions, but to the
20 extent there was an issue in terms of how her
21 service was turned off, I would direct her to Ms.
22 Yarbrough.

23 **CHAIRMAN HOWARD:** Will you have them --

24 **WITNESS:** Can't hear you. What did you say,
25 darlin'?

1 **MS. SHAFEEK-HORTON:** To the extent that you
2 have a question about the manner in which your
3 service was turned off -- I think I heard you say
4 you were told one thing and something else happened
5 -- Ms. Yarbrough is in the back and might be able
6 to answer any specific questions.

7 **CHAIRMAN HOWARD:** Raise your hand, Ms.
8 Yarbrough, so Ms. Chinn can see you.

9 **MS. YARBROUGH:** [Indicating.]

10 **WITNESS:** I think you might have misunderstood
11 me. What I said, I turned the main fuse off when
12 they turned -- after I got home and saw the power
13 was off, I turned the main fuse off, because when
14 they do turn it back on, on the outside, they want
15 you to have that main fuse off so that when they do
16 turn the power on, it won't be a surge and hurt
17 your electrical stuff. That's what I meant. I
18 think maybe I misled you.

19 **MS. SHAFEEK-HORTON:** Okay. Thank you, sorry.

20 **WITNESS:** That's okay.

21 **CHAIRMAN HOWARD:** Commissioners, any questions
22 of Ms. Chinn?

23 **WITNESS:** And I thank y'all for letting my
24 voice be heard tonight.

25 **CHAIRMAN HOWARD:** ORS? I'm sorry.

CROSS EXAMINATION**BY MS. HUDSON:**

Q I was just going to ask, Ms. Chinn, is your power back on?

A Yes, it came on before 2:30 today.

Q Okay. I was also going to invite you, if you wanted to speak with one of our Consumer Services representatives here, you're invited to, as well.

A What do the Consumer Services do, so that I'll know in the future?

Q We represent the public interest. And if the company is not following the rules and regulations of the Commission, we will assist the consumer and be sure that the company is following those rules and regulations. We have Brad Kirby -- I believe he stepped outside.

A Yes, ma'am.

Q But we have someone else, Michael Seaman-Huynh, as well.

A Close to the man over there?

Q Yes. Yes, ma'am.

A And it's not so much that they're not, you know, following their regulations. It is their regulation. But, the point of it is, we just don't need an increase. We don't need an increase. Because if we can't pay what, you know, what's been put out now -- that's all.

CHAIRMAN HOWARD: Commissioners?

1 [No response]

2 Ms. Chinn, thank you very much.

3 [Applause]

4 [WHEREUPON, the witness was excused.]

5 MR. DONG: Mr. Allen?

6 [Witness sworn]

7 THEREUPON came,

8 W I L L I A M A L L E N ,

9 who, having been first duly sworn, testified as follows:

10 MR. RICHARDSON: State your name and address,
11 please.

12 WITNESS: My name is Bill Allen. I live at 7
13 Golf View Lane in Greenville, South Carolina, and I
14 am a Duke Power -- Duke furnishes my power.

15 First, I'd like to thank your staff member,
16 Courtney Edwards. I contacted her about some
17 questions, and she answered very quickly and very
18 efficiently. And a couple of other people on staff
19 did as well. Unfortunately, I haven't had enough
20 time to go through the complexity of all this, but
21 I have a couple of points.

22 Number one, I know that in North Carolina they
23 required that Duke provide 12½ percent of their
24 energy as renewables. Fortunately, in South
25 Carolina the Commission has -- I commend them again

1 for that -- come to the logical conclusion that
2 renewables are not for South Carolina. They're not
3 really for anywhere. We're not getting into that,
4 that hoax. But they're demanding that in North
5 Carolina, and it's 12½ percent by 2020, I believe.
6 And I've been assured by your staff that that
7 additional cost in North Carolina won't feed over,
8 but I think that's a very complex issue and I'd
9 like to recommend you do everything possible to
10 make sure that it doesn't increase rates in South
11 Carolina.

12 And I also see that they're going to phase out
13 20 -- no, 38 units, 20 I think are coal and 18 are
14 gas-fired, but that's through 2015. And the rate
15 increase is for this year, or for next year. Those
16 costs should be paid back in rate increases I would
17 suggest in the years that they happen, and not a
18 big increase right now. Maybe I don't understand
19 what their upfront costs are, but certainly a lot
20 of those costs are going to come when they do
21 retire that equipment.

22 The other thing is they talked about -- the
23 thing they put on the web -- that they have
24 environmental regulations they've got to meet.
25 Unfortunately, I haven't had the time to go through

1 and see what they specifically are. But I think,
2 and I'm fairly confident, that after the next
3 election, the environmental regulations are going
4 to change --

5 **VOICE:** Amen.

6 **WITNESS:** -- and for the better. And unless
7 these regulations are taking effect right now
8 during this next year and don't apply until after
9 that, then I don't think we know what those effects
10 are on their rates. So, I think you should look at
11 that very seriously, and if what they're saying in
12 their own document is that they are going to meet
13 regulations that haven't occurred already -- and I
14 apologize again, I haven't gone through it that --

15 [3-minute alarm]

16 -- thoroughly. But, please look into that.
17 Thank you.

18 **CHAIRMAN HOWARD:** Thank you, Mr. Allen.
19 Either party have a question for Mr. Allen?

20 **MS. SHAFEEK-HORTON:** Nothing.

21 **MS. HUDSON:** [Shaking head.]

22 **CHAIRMAN HOWARD:** Commissioners?

23 [No response]

24 Mr. Allen, thank you very much.

25 **WITNESS:** Thank you.

1 [WHEREUPON, the witness was excused.]

2 [Witness sworn]

3 THEREUPON came,

4 J A N W I L L I A M S ,

5 who, having been first duly sworn, testified as follows:

6 MR. RICHARDSON: State your name and address.

7 WITNESS: I'm Jan Williams from Greenville,
8 South Carolina, and I am a Duke Energy person who
9 gets billed.

10 [Laughter]

11 After finding out about this and reading in
12 the paper about it coming up, I did go back -- I'm
13 an engineer-type, okay? And, you know, and I
14 looked back at the bills I had from 12/12/2007 --
15 so December 12, 2007 -- through 10/14/2011, okay.
16 My rates per kilowatt-hour, okay, that's the actual
17 rate that's going up; it's gone up 26.5 percent in
18 four years, okay? Now, including Greenville adding
19 their tax on, municipal tax, it's 27.8 percent.
20 So, the rates have actually gone up, and if you do
21 it by kilowatt-hour and not by total bills and
22 stuff -- because, you know, that wouldn't give you
23 the right stuff. So, that's where I have, okay?
24 And then last year the information showed, you
25 know, Duke increased everything by 9 percent.

1 The environmental regulation costs, you know,
2 Duke needs to keep us informed about what's
3 happening when EPA or other government entities do
4 this, because EPA has done some really stupid
5 things. I totally agree with that. And the last
6 I'd heard is that the EPA did back off this year
7 because of all the additional costs and the
8 economy, so that might not be a good definition to
9 use for raising the rates.

10 The Duke Energy Foundation has a sustainer
11 membership in the Upstate Forever, okay? That
12 group -- okay, and that membership is about \$2,500
13 per year. This group, Upstate Forever, is promoted
14 a carbon tax and trade system, which will cost Duke
15 and us plenty of money. Why associate? Here you
16 are associating with a group that's pushing the EPA
17 to do these things. It doesn't make sense to me.
18 And *The Greenville News* says that Duke's earnings
19 for the first six months of 2011 are about \$1
20 billion. Sounds pretty good to me.

21 The South Carolina Public Service Commission
22 does not need to okay this 17 percent increase, but
23 let's look at the facts again. You know,
24 businesses' costs go up, things do happen. Duke is
25 a good company. You know, I don't have any problem

1 with that. Like I said, when I look at facts,
2 okay, and they've gone up 26 percent, 26.5 percent
3 since December 2005, I mean, that's a significant
4 increase. I've not seen that kind of increase in
5 anything that I have -- because I'm retarded too.
6 Retired, okay? Yeah, we say that. And I do
7 appreciate the time you're taking for doing this,
8 because it does take a lot of time. And I hope
9 Duke is able to work through the situation, because
10 good companies do go forward.

11 [Applause]

12 **CHAIRMAN HOWARD:** Thank you, Mr. Williams.
13 Either party have any questions for Mr. Williams?

14 **MS. SHAFEEK-HORTON:** No.

15 **MS. HUDSON:** [Shaking head.]

16 **CHAIRMAN HOWARD:** Commissioners, questions of
17 Mr. Williams?

18 [No response]

19 Mr. Williams, thank you very much for coming.

20 **WITNESS:** Thank you.

21 [WHEREUPON, the witness was excused.]

22 [Witness sworn]

23 THEREUPON came,

24 **J A N I C E W I L L I A M S ,**

25 who, having been first duly sworn, testified as follows:

1 **WITNESS:** My name is also Jan Williams.

2 [Laughter]

3 I don't know who was supposed to go first, but
4 anyway. I've heard what the people, the
5 Commissioners have said about we want this area to
6 bring jobs, and I just cannot see why Duke Power --
7 oh, I didn't say my address. I do live at 19-A
8 Setter Lane in Greenville, and I am a Duke Power --
9 Energy customer. And as I was saying, I don't see
10 why a 17 percent increase is going to -- is
11 necessary for Duke Power to be efficient and have
12 reliable electricity to the businesses that are
13 coming. And it's all and well if you're a CEO of A
14 business, even one that is commissioned to bring in
15 more businesses to this area. But, I really don't
16 think that is the majority of the population here.

17 I am not a senior citizen, and I have a
18 Bachelor's degree in nursing, but I'm a brain
19 cancer survivor. So, I am on a very limited
20 income. I get Social Security disability. And
21 like the people have said -- and I won't go over it
22 again -- we got, for the first time in years, a 3.5
23 percent income, but, you know, Medicare takes it.
24 So, I'm just -- I'm just joining with the senior
25 citizens and the others in this community who are

1 on fixed income -- and I wish I wasn't, but it
2 doesn't change the fact that I am -- that it is not
3 the time for an increase at all.

4 [Applause]

5 **CHAIRMAN HOWARD:** Either party have questions
6 of Ms. Williams?

7 **MS. SHAFEEK-HORTON:** No, thank you.

8 **MS. HUDSON:** [Shaking head.]

9 **CHAIRMAN HOWARD:** Commissioners, questions of
10 Ms. Williams?

11 [No response]

12 Ms. Williams, thank you very much.

13 **WITNESS:** Thank you.

14 [WHEREUPON, the witness was excused.]

15 **MR. DONG:** I'd like to call Mike Wall, please.

16 [Witness sworn]

17 THEREUPON came,

18 **M I K E W A L L ,**

19 who, having been first duly sworn, testified as follows:

20 **MR. RICHARDSON:** State your name and address
21 for us.

22 **WITNESS:** Good evening. My name is Mike Wall.
23 I'm here representing the Fabri-Kal Corporation,
24 1321 Piedmont Highway, down in Piedmont. For those
25 of you that don't know Fabri-Kal, we make plastic

1 food packaging. We're a high-volume manufacturer.
2 Millions of yogurt cups and things like that a day.
3 Very competitive industry.

4 We employ 350 people, and we run an operation
5 24 hours a day, seven days a week, many years over
6 365 days a year. So, reliable power -- we're a
7 high consuming company, and a reliable power source
8 is very, very important to us.

9 And the reason it's important to us is -- as I
10 said, we run 24 hours a day, seven days a week --
11 if we experience an interruption in power, it takes
12 us awhile to bring our plant back on-line. During
13 that time, our products are affected, our costs are
14 affected, but also our people are affected, because
15 during that time many of them are sent home until
16 the plant comes back on-line, so it does affect the
17 people as well.

18 Over the last ten years, Duke Power has worked
19 with our company to help not only reduce our costs
20 through power-sharing and other methods, but also
21 to replace some of the infrastructure in our plant,
22 to help us fund some of that infrastructure, and
23 make ourselves more reliable. Just as an example,
24 several years ago our transformers in the plant
25 were old, inefficient, unreliable, to the point

1 that during the summer when we had a thunderstorm,
2 if we had a lightning bolt come anywhere close to
3 the plant and the lights flickered, the machines at
4 the plant would go down. It would take sometimes
5 several hours to get them back up, and in the
6 meantime, we may have another lightning strike that
7 took them right back down. Duke came in and worked
8 with us to be able to upgrade our transformers to
9 more reliable systems, more cost-effective systems,
10 more efficient systems. And I can honestly tell
11 you we don't worry about thunderstorms now. So,
12 there is a benefit to being able to work with these
13 guys.

14 Now all that being said, we're not excited
15 about a rate increase, either. But, I did want to
16 give you the other side of how they have worked
17 with us to make our plant more competitive, help
18 save those jobs that we have, and actually to the
19 point now that we're looking at expanding our plant
20 in the early part of next year. Thank you.

21 **CHAIRMAN HOWARD:** Thank you, Mr. Wall. Either
22 party have questions of Mr. Wall?

23 **MS. SHAFEEK-HORTON:** No.

24 **MS. HUDSON:** No.

25 **CHAIRMAN HOWARD:** Commissioners?

1 **VICE CHAIRMAN WRIGHT:** I have one.

2 **CHAIRMAN HOWARD:** Commissioner Wright.

3 **EXAMINATION**

4 **BY VICE CHAIRMAN WRIGHT:**

5 **Q** Good evening. What kind of power usage do you have and
6 what is maybe your average bill?

7 **A** I cannot tell you what our bill is. I know it's tens of
8 thousands of dollars. We use eight megawatts a day.
9 Our usage is eight megawatts, so it's a huge usage.

10 **VICE CHAIRMAN WRIGHT:** That helps. Thank you.

11 **CHAIRMAN HOWARD:** Commissioners, any other
12 questions?

13 [No response]

14 Mr. Wall, thank you very much.

15 **WITNESS:** Thank you.

16 [WHEREUPON, the witness was excused.]

17 **MR. DONG:** We still have a lot of people to
18 speak, so I'm going to try to call two or three at
19 a time. Clarence Thornton, and then Susan Wilson,
20 and I'll go ahead and call the third name, Joseph
21 Theriot.

22 [Witness sworn]

23 **THEREUPON** came,

24 **C L A R E N C E T H O R N T O N ,**

25 who, having been first duly sworn, testified as follows:

1 **MR. RICHARDSON:** State your name and address.

2 **WITNESS:** My name is Clarence Thornton. I
3 reside at 114 Douthen Street, in Greenville, South
4 Carolina. I missed my Bible study tonight to be
5 here.

6 **VOICES:** Amen.

7 **WITNESS:** And all I can say is, first off is,
8 you all on the Public Service Commission, and if
9 the public says no, no means no.

10 [Applause]

11 There's no ands, ifs, and buts about it. Now,
12 this measure right here will collapse the economy
13 of South Carolina. It will be bad on business. If
14 business lay off, that means people lose their
15 jobs. If people lose their jobs, they lose their
16 homes. If people lose their homes, crime go up.
17 This increase may be profitable for Duke, but it's
18 not good for South Carolina, and it's not good for
19 North Carolina.

20 And what I'm making is -- the point I'm
21 making, if your light bill is \$200 a month, a 17
22 percent increase would raise that up \$140. That
23 means it would be \$340 a month. Now, that's -- if
24 you -- times 12 that \$200, it's \$2,400. Times 12
25 that \$340 is \$4,080. That's the difference between

1 someone being able to stay in a home for two months
2 or someone not being foreclosed on.

3 The next point I'm going to make, if you
4 increase, we the people are going to hold you
5 accountable, and all that elected you. And I
6 promise you on election day, we're going to make
7 sure they on the unemployment line. Someone made
8 the comment --

9 [Indiscernible vocalizations from
10 audience]

11 Oh, yeah. Oh, yeah. Someone made the
12 comment, some people make \$99,000 a year. Well,
13 would you be willing to deduct your salary and make
14 \$50,000 a year and if Duke need it for an increase,
15 give it to them?

16 **VOICE:** Yeah.

17 **WITNESS:** Would you? See? And I base this on
18 Christendom. David was up in the mountains looking
19 for some water. And he sent his men out to find
20 some water. In all that time, they came back --
21 they came back with a cup of water. And they asked
22 David, "Here king, here's your water." You know
23 what David said? Why should I drink when so many
24 thirst?

25 **VOICES:** Amen.

1 **VOICES:** Yeah.

2 [Applause]

3 **WITNESS:** So, that's all I can say. And if
4 you're a Christian person, why should they profit
5 when so many are hungry and going without? So,
6 thank you. And God bless you.

7 [Applause]

8 **CHAIRMAN HOWARD:** Either party have questions?

9 **MS. SHAFEEK-HORTON:** No.

10 **MS. HUDSON:** [Shaking head.]

11 **CHAIRMAN HOWARD:** Commissioners?

12 [No response]

13 Mr. Thornton, thank you very much.

14 **WITNESS:** Thank you.

15 [WHEREUPON, the witness was excused.]

16 [Witness sworn]

17 THEREUPON came,

18 **S U S A N W I L S O N ,**

19 who, having been first duly sworn, testified as follows:

20 **MR. RICHARDSON:** State your name and address.

21 **WITNESS:** Hi. My name is Susan Wilson, and I
22 live at 56-B, Taylors. I am a Duke Energy
23 customer, and I have been for over 30-something
24 years now. And it's hard not to be a Duke Energy
25 customer when you live in Greenville, South

1 Carolina.

2 But, what I would like to say is, it's hard
3 for me to believe that you cannot get billed for a
4 month -- well, not so much a month in advance --
5 but my -- I had an increase on my light bill about
6 three times more than what it had been, one summer
7 that I wasn't even at home, so I thought it was a
8 problem with the light bill. But when I called
9 Duke Energy, they said they was basing my light
10 bills on the year before. And I said, "How can you
11 do that and I wasn't even at home this year?" And
12 they said, well -- and I'm not on no kind of
13 program to where my energy bill should be prorated
14 or whatever. I just pay my bill as I use it. My
15 uncle who is in the military, he said, "If you
16 unplug all your units, it will make the power bill
17 go down." I did all of that, and my power bill was
18 still three times more than what it normally be.
19 Even if I'm not at home, my bill is still
20 increasing.

21 So, I'm not understanding how y'all can charge
22 somebody a bill that is not even using the energy.
23 So, where do all this money go? We don't even have
24 an office to go in and dispute our bill when we
25 have a problem, you --

1 [Indiscernible vocalizations from
2 audience]

3 -- know, with the power bill. So, that's all
4 I would like to say.

5 **CHAIRMAN HOWARD:** Thank you, Ms. Wilson. Does
6 either party have a question of Ms. Wilson?

7 **MS. SHAFEEK-HORTON:** Barbara Yarbrough is
8 here, and I believe can answer her specific
9 questions about her bill.

10 **CHAIRMAN HOWARD:** Ms. Wilson, you know Ms.
11 Yarbrough? Do you see Ms. Yarbrough? Ms. Wilson,
12 just a minute. Commissioners, any questions for
13 Ms. Wilson?

14 [No response]

15 Ms. Wilson, thank you very much -- oh, ORS.
16 I'm sorry.

17 **CROSS EXAMINATION**

18 **BY MS. HUDSON:**

19 **Q** The summertime that you mentioned when the company told
20 you it was based on the prior year, what summer was
21 that?

22 **A** It was last summer, it was the summer before last, and
23 it was -- it was just a couple months ago.

24 **Q** I would like to invite you to speak with Brad Kirby, as
25 well, from our agency. The gentleman in the back with

1 the --

2 MR. KIRBY: [Indicating.]

3 MS. HUDSON: There he is. I was going to say
4 with the blue shirt, but Brad just came in. Thank
5 you.

6 WITNESS: All right. Thank you.

7 CHAIRMAN HOWARD: Commissioners -- just a
8 minute, Ms. Wilson. Commissioners?

9 [No response]

10 Thank you very much.

11 [Applause]

12 [WHEREUPON, the witness was excused.]

13 MR. DONG: Joseph Theriot -- Theriot? While
14 he's coming up, I'll go ahead and

15 VOICE: He's not here.

16 MR. DONG: Okay. Chet MacDonald? And Len
17 Guthrie is next, after Mr. MacDonald.

18 [Witness sworn]

19 THEREUPON came,

20 C H E S T E R M A C D O N A L D ,

21 who, having been first duly sworn, testified as follows:

22 MR. RICHARDSON: State your name and address.

23 WITNESS: My name is Chester MacDonald. I
24 live in Taylors, and I am a Duke Power user. Been
25 using Duke Power since 1975.

1 And I would like to say one thing before I
2 enter in a complaint, such as the others have. I
3 am 80 years old and on a limited income. But, I
4 moved from Jacksonville during the Carter
5 Administration, and Jacksonville Power and Florida
6 Power Company was tied in with Venezuela oil and
7 coal, and we paid triple. I think my one-month
8 bill was close to \$400. And my wife and I were
9 delighted when we came up here and had a reprieve.

10 I say that just to give you some sort of a
11 compliment instead of beating you over the head
12 with a baseball bat, but I would really like to.

13 [Laughter]

14 And the reason -- the reason is, like others
15 have said, every single year our power bill goes
16 up. It doesn't go down. I'm in an area that's
17 underground facilities. And believe me, it's
18 beautiful. But on the outside where it's above-
19 ground, we get cut off from our electricity because
20 some other area has had a tree fall on it, and it's
21 in our power line, which just doesn't sound good
22 sense.

23 Now, I thank Duke for sending the notice each
24 month about where my house level is. We don't do
25 much, but we are below all the other two, as far as

1 our conservation goes. It's still outrageously
2 high. And I hope you people will take all this
3 into consideration in December, when you decide
4 what you're going to do about this increase. And I
5 thank you.

6 **CHAIRMAN HOWARD:** Thank you, Mr. MacDonald.
7 Either of the parties have a question of Mr.
8 MacDonald?

9 **MS. SHAFEEK-HORTON:** No.

10 **MS. HUDSON:** [Shaking head.]

11 **CHAIRMAN HOWARD:** Commissioners?

12 [No response]

13 Mr. MacDonald, thank you very much for coming.

14 [Applause]

15 [WHEREUPON, the witness was excused.]

16 [Witness sworn]

17 THEREUPON came,

18 **L E N G U T H R I E ,**

19 who, having been first duly sworn, testified as follows:

20 **WITNESS:** My name is Len Guthrie. I live at
21 Webb Street in Greenville, South Carolina.

22 Unfortunately, I do pay higher bills to Duke
23 Power. I would not consider myself a customer,
24 because I was brought up a customer is someone that
25 is appreciated by a business. Duke Power does not

1 appreciate their customers.

2 You know, it's just outrageously the things
3 that Duke Power pulls. They were talking about
4 their infrastructure, how they want to spend money
5 to do this and do that. Well, I have utility poles
6 in my neighborhood -- I've lived in this
7 neighborhood for almost ten years -- that are broke
8 off from the ground; we have vines growing over
9 them.

10 Last year we lost our power, the house beside
11 of us lost their power. Everybody else in the
12 neighborhood had power, except these two houses.
13 It took us a week to get our power back, because we
14 was on a different grid.

15 So, they don't care about their customers.
16 They care about taking their vacations, their fine
17 cars, their fine houses. Cut some of these up-
18 salary people with Duke Power -- the \$200-300,000
19 jobs per year -- and take that money and let Duke
20 Power fix the infrastructure.

21 And the last thing I have to say -- you know,
22 several years ago y'all started charging extra
23 money to the City of Greenville to fix the
24 infrastructure in the City. Y'all was going to
25 bury underground cables. Well, a report came out

1 just a couple days ago. Guess how much has been
2 done so far with that? Zero feet. Zero feet,
3 because something -- they just don't know what
4 happened to the money. It just didn't produce.
5 Well, the people have been paying it on their power
6 bill, so where is the money?

7 So this was once again corporate greed in
8 action.

9 [Indistinguishable vocalizations by
10 various audience members]

11 Corporate greed in action. And to prove it,
12 if you'll walk out in the parking lot and look at
13 some of the vehicles that Duke Power came in
14 tonight -- brand-new vehicles maxed out with
15 everything, leather, full packages. I'm driving a
16 car -- I'm a disabled vet. My car has 289,000
17 miles on it. But you know what, I can go home, I
18 can go to sleep, I hadn't took nothing from nobody.
19 I work. I paid my dues. And I have the respect of
20 myself. So thank you very much for your time.

21 **CHAIRMAN HOWARD:** Thank you, Mr. Guthrie.
22 Does either of the parties have questions of Mr.
23 Guthrie?

24 **MS. SHAFEEK-HORTON:** No.

25 **CHAIRMAN HOWARD:** ORS?

1 **MS. HUDSON:** Mr. Chairman, I was going to
2 ask --

3 **CROSS EXAMINATION**

4 **BY MS. HUDSON:**

5 **Q** Mr. Guthrie, you had mentioned the report about the
6 underground wires? Do you remember where that report
7 was or where it was that you saw it?

8 **A** Yes. It was on WYFF.

9 **MS. HUDSON:** Thank you, Mr. Guthrie.

10 **CHAIRMAN HOWARD:** Commissioners?

11 **COMMISSIONER FLEMING:** Yes, Mr. Chairman.

12 **CHAIRMAN HOWARD:** Commissioner Fleming.

13 **EXAMINATION**

14 **BY COMMISSIONER FLEMING:**

15 **Q** Good evening, Mr. Guthrie.

16 **A** Good evening.

17 **Q** I wanted to follow up a little bit. Are you saying that
18 the City of Greenville was working with Duke to put the
19 wiring underground?

20 **A** Yes, ma'am. We had a major ice storm that isolated the
21 City of Greenville for several days, due to all the
22 older trees in the City, and it had really caused some
23 massive problems. So they decided they would start
24 charging customers in the City an extra fee per month on
25 their utility bill to move all the overhead power lines

1 underground to keep this problem from happening again.
2 Well, that's been several, several years, and the
3 customers been paying the money, but now they don't know
4 what's happened to the money, and no line has been put
5 underground yet in the City of Greenville for that
6 project.

7 **Q** And the additional cost was put on your Duke Power bill?

8 **A** Correct. It was \$20 per month to take care of this
9 problem, and they said maybe next year they would get
10 2,000 feet down on Heywood Road.

11 **Q** And this report was -- came -- you said it was on
12 television --

13 **A** Yes, it was on WYFF News.

14 **Q** -- that Duke could not find the money? Or the City of
15 Greenville?

16 **A** The money was invested by Duke Energy.

17 **Q** By Duke Energy.

18 **A** But it didn't make enough returns to do any beneficial
19 work at this time. So it's just addressed in what's
20 being done with the money.

21 **Q** Okay. And that was \$20 a month for each customer?

22 **A** Correct.

23 **Q** Okay, thank you.

24 **A** Thank you.

25 [Applause]

1 **CHAIRMAN HOWARD:** Mr. Guthrie, just a minute.

2 **EXAMINATION**

3 **BY CHAIRMAN HOWARD:**

4 **Q** I have a question about -- you said you had poles down,
5 or you had -- are they still down?

6 **A** They've been down -- like I said, we've been in the
7 neighborhood for ten years. We're in one of the older
8 mill villages in Greenville, which is a historic
9 neighborhood, just turned 100 years old. And we have --
10 our neighborhood is one of the only neighborhoods in
11 Greenville -- we have alleys that run behind each of our
12 regular streets, and most of our poles -- well, we have
13 poles on both streets, but we have poles that's been hit
14 by utility trucks, as far as like garbage trucks,
15 whoever, and they've been broke off at the ground, and
16 they just dangle. And they're all over the
17 neighborhood.

18 You know, earlier they were talking about people
19 having streetlight problems. We've had streetlight
20 problems for numerous years. We can't even get them to
21 replace lights in front of our church, and we've had
22 several break-ins due to they won't come out because
23 it's not beneficial for them.

24 **CHAIRMAN HOWARD:** Do you have someone he can
25 speak with?

1 **MS. SHAFEEK-HORTON:** Yes. Doug Gould.

2 **CHAIRMAN HOWARD:** Where's Mr. Gould? You
3 discuss the problem with Mr. Gould, Mr. Guthrie.
4 Thank you, very much.

5 **WITNESS:** Thank you, very much.

6 **CHAIRMAN HOWARD:** If no other questions, thank
7 you for coming.

8 **WITNESS:** All right. Thank you.

9 [Applause]

10 [WHEREUPON, the witness was excused.]

11 **MR. DONG:** John Scull, or Seall?

12 **MR. SCULL:** Scull.

13 **MR. DONG:** Scull. And Panky Neal, and Brenda
14 Harris.

15 [Witness sworn]

16 THEREUPON came,

17 **J O H N S C U L L ,**

18 who, having been first duly sworn, testified as follows:

19 **MR. RICHARDSON:** State your name and address.

20 **WITNESS:** Good evening, gentlemen and ladies.
21 My name is John Scull. I live at 8 Concord Street,
22 Greenville, South Carolina, and I am a Duke Energy
23 customer.

24 The things that I have heard tonight -- and
25 there's been a lot of facts that none of us know

1 about -- first off, I would say the 17 percent
2 increase, there is facts that the bills have gone
3 up each year anyways, and I'm also a business owner
4 so I do understand that there are costs to
5 businesses. My feeling is, it seems to be that
6 every business or corporation, especially of a
7 certain size now, seems to forget what their
8 customers are going through. There's customers in
9 this community and throughout South Carolina that
10 are hurting, and a 20 percent increase -- while the
11 numbers given by the news state, "Oh, well this
12 increase will add about maybe \$18 to the average
13 bill," that's considering the average bill is only
14 \$100. I don't know of many people that have a \$100
15 bill anymore. Closer to up around \$200. So, that
16 means it's going to be a \$40 increase per month for
17 them to keep their lights on. Most of the houses
18 that were built in this area in the last ten years
19 are almost totally electric. So that means that
20 they're going to be even higher rates, because
21 their air conditioning, their heating, everything
22 is electric. And God forbid anybody's not on City
23 water, because they have electric pumps.

24 I was also here in a hearing after the audit
25 of 2005, and I'd like to bring up a couple of

1 facts. The problem that I investigated then -- and
2 everybody was on the bury-bury-bury -- was that,
3 yes, burying the lines underground would be very
4 beneficial, but as I said seven years ago, Duke
5 Energy was -- or at the time it was Duke Power. At
6 that time, if Duke Power put every contractor
7 available to it, into the job, ten years from then
8 we would still have above-ground infrastructure.
9 Now, here we are seven years later and actually the
10 buried projects that have been organized by
11 Greenville have been dismal in their scope. That's
12 not Duke Energy's problem, though Duke Energy did
13 inflate the cost at first. What we need to do is
14 we have to see from Duke Energy that they have cut
15 all of their costs and their efficiency to the
16 bone, just like everybody else out here has, before
17 they ask for more money. Thank you.

18 **CHAIRMAN HOWARD:** Thank you, Mr. Scull. Does
19 either party have questions?

20 **MS. SHAFEEK-HORTON:** No.

21 **MS. HUDSON:** No.

22 **CHAIRMAN HOWARD:** Commissioners?

23 [No response]

24 Mr. Scull, thank you very much for coming.

25 [Applause]

1 [WHEREUPON, the witness was excused.]

2 [Witness sworn]

3 THEREUPON came,

4 P A N K Y N E A L ,

5 who, having been first duly sworn, testified as follows:

6 MR. RICHARDSON: State your name and address
7 for us.

8 WITNESS: My name is Panky Neal. I live in
9 Greenville, South Carolina. I am a Duke Energy
10 customer for the past 40 years or more.

11 I do believe that any company should earn a
12 profit, but in this case where it is -- where is
13 the shutoff? Where is the compromise? If this
14 station is built, will you decrease this 17 percent
15 back to where it is now or less, for helping you,
16 Mr. Brown or Ms. Brown, Mr. Hall or Ms. Hall, Mr.
17 Fleming or Ms. Fleming, Mr. Whitfield or Ms.
18 Whitfield, Mr. Mitchell or Ms. Mitchell?

19 On the one-dollar bill it says, In God We
20 Trust. I believe all we will ever have on this
21 planet is God. Most of us don't earn \$30,000 a
22 year. And in the wintertime, as you've seen, we
23 don't come in here with cut-off clothes because we
24 dress for the occasion in this weather.

25 And this is all I have to say, because God has

1 already said it. We have not because we ask not.
2 We are asking you in behalf of the people like we
3 used to be, have to run home from work and get our
4 kids out of the nursery. We stand for one person,
5 for 400 mothers and fathers who can't come here,
6 because they have children to take care of.
7 Seventeen percent will affect our livelihood. We
8 have not because we ask not. Think about it. You
9 always didn't have what you have now. We are
10 working hard to get somewhere. Don't keep us in
11 Israel. God took us out. We're not slaves, we're
12 free people. And we do stand together, all of us.
13 Thank you. That's all.

14 **CHAIRMAN HOWARD:** Thank you, Ms. Neal. Does
15 either party have a question of Ms. Neal?

16 **MS. SHAFEEK-HORTON:** No, thank you.

17 **MS. HUDSON:** No.

18 **CHAIRMAN HOWARD:** Commissioners?

19 [No response]

20 Ms. Neal, thank you very much for coming.

21 **WITNESS:** You're welcome.

22 [Applause]

23 [WHEREUPON, the witness was excused.]

24 [Witness sworn]

25 <

1 THEREUPON came,

2 B R E N D A H A R R I S ,

3 who, having been first duly sworn, testified as follows:.

4 MR. RICHARDSON: State your name and address.

5 WITNESS: My name is Brenda Harris. I stay at
6 112 McDade Street, here in Greenville, in City
7 View.

8 What I cannot understand is how y'all going to
9 prorate somebody's bill for where they stay. Do
10 you know where City View at? City View is an old
11 place, but I got to pay \$125 a month based on where
12 I live. That's where it start at. I don't have
13 that kind of money. I'm on a fixed income. Ain't
14 nary a one of y'all pay it.

15 I have medicine I have to take. I haven't
16 took this medicine in two years. I can't breathe;
17 I got COPD. I got a bad heart. So, what is y'all
18 doing for us? What is y'all putting in our pocket?
19 But we're lining y'all pocket. We've lined it real
20 good. And y'all take home good paychecks, very
21 good.

22 So, all this stuff Duke Power wants, won't
23 ya'll take your all's salary and give it to them?
24 Pay our bills. Y'all won't do that. But, you know
25 what, that's all I got to tell y'all.

1 **CHAIRMAN HOWARD:** Ms. Harris, just a minute.
2 Just a minute. Thank you. Either party have a
3 question of Ms. Harris?

4 **MS. SHAFEEK-HORTON:** No.

5 **MS. HUDSON:** [Shaking head.]

6 **CHAIRMAN HOWARD:** Commissioners?

7 [No response]

8 Ms. Harris, thank you very much for coming.

9 **WITNESS:** Uh-huh.

10 [Applause]

11 [WHEREUPON, the witness was excused.]

12 **MR. DONG:** Felicia Harris has also signed up.
13 Did you want to speak?

14 **MS. FELICIA HARRIS:** Yes.

15 [Witness sworn]

16 THEREUPON came,

17 **F E L I C I A H A R R I S ,**

18 who, having been first duly sworn, testified as follows:

19 **MR. RICHARDSON:** State your name and address.

20 **WITNESS:** My name is Felicia Harris. I also
21 live at 112 McDade Street. I moved in to help my
22 mother. My mother is on a fixed income, just like
23 I am.

24 My mother, her light bill is more than her
25 rent. They told her when she called to have her

1 service transferred from one address to another --
2 I don't understand how you can tell a person
3 exactly how much their power bill would be before
4 they even move. It's not that they based it on how
5 much power she used, because she didn't live in
6 that residence at the time. They told her exactly
7 how much it would be.

8 Just like she said, my mother has COPD. My
9 mother has not been able to afford her medication
10 in two years. Some of her prescription medication,
11 I am also on those medications, so I share my
12 medications with my mother. Half of everything
13 that comes in my mother's home, I help pay for,
14 because she doesn't have the money to pay for it.
15 Anything that I can do for her, I will do it.
16 That's my mother. I would not see her out on the
17 street. I would not even allow her to go without
18 her oxygen -- which has to pull power. I also have
19 to use a breathing machine that keeps me alive, to
20 be able to wake up the next morning. And she can't
21 even afford, half of the time, food. I do that for
22 my mom. Thank God, I don't have no kids or no one
23 else to depend on me but my mother.

24 And to ask for an increase from someone that
25 can't even afford their medications, can't even

1 afford to eat -- and if they do have kids, they
2 can't afford no clothes, no nothing for their kids.
3 But to ask them for more money for power that they
4 don't even use -- my mom washes once a week. If
5 she doesn't wash her clothes, I'll take them, and
6 I'll take them to the laundry and wash them for
7 her. To ask her for money that costs more than her
8 rent, that's sad. Very sad. I wouldn't never see
9 my mother go without anything to eat. And to ask
10 her for more money -- and she can't even afford the
11 medication to keep her alive, that is very, very
12 sad. That's all I have to say.

13 **CHAIRMAN HOWARD:** Thank you, Ms. Harris. Does
14 either party have questions for Ms. Harris?

15 **MS. SHAFEEK-HORTON:** No questions. But I
16 would just say that Ms. Yarbrough is in the back
17 and may be able to give some explanation in terms
18 of how the bill is calculated.

19 **CHAIRMAN HOWARD:** Ms. Harris, will you see Ms.
20 Yarbrough and see if she can help?

21 **WITNESS:** Okay.

22 **CHAIRMAN HOWARD:** Thank you very much. ORS,
23 any questions?

24 **MS. HUDSON:** No questions.

25 **CHAIRMAN HOWARD:** Commissioners?

1 **COMMISSIONER FLEMING:** Yes, I --

2 **CHAIRMAN HOWARD:** Commissioner Fleming.

3 **EXAMINATION**

4 **BY COMMISSIONER FLEMING:**

5 **Q** Good evening, Ms. Harris.

6 **A** Good evening.

7 **Q** There are -- there are programs available to help with
8 assistance, and I don't know -- and I think that maybe
9 ORS could give some information about some of those
10 programs that are available, and where you could go, I
11 think. Like LIHEAP. So, that might be something to
12 check. I don't know if you're eligible for that, or
13 not.

14 **A** But still, that's the point. If you're not eligible,
15 then where is it going to come from?

16 **Q** Right. But, I'm just saying you might be able to be
17 eligible for some assistance.

18 **A** That eligibility would be for my fixed income, because
19 I'm not able to work. So, I help my mom. So, that's
20 where it's going to come from. Ain't nobody else here
21 that's pulling these \$300,000 salaries going to help
22 her. No one.

23 **CHAIRMAN HOWARD:** Just check with Ms.

24 Yarbrough, Ms. Harris. Just check with her and see
25 what she can do for you. Thank you.

1 **WITNESS:** Uh-huh.

2 [Applause]

3 [WHEREUPON, the witness was excused.]

4 **CHAIRMAN HOWARD:** Did you have your hand
5 raised, sir?

6 **VOICE:** Yes, sir.

7 **CHAIRMAN HOWARD:** I'm sorry.

8 **VOICE:** In reference to what the lady said
9 about these programs, if you guys didn't keep
10 raising the rates, maybe we wouldn't need to put so
11 many people into these programs.

12 **CHAIRMAN HOWARD:** Well, just a minute, and you
13 can testify, but -- just hold on. Are you signed
14 up to speak?

15 **VOICE:** Yep.

16 **CHAIRMAN HOWARD:** Okay. Why don't you go
17 ahead and come to the stand now?

18 **VOICE:** Well, are there other people ahead of
19 me?

20 **VOICE:** They'll wait, go on.

21 **MR. DONG:** You can come on ahead. I can move
22 the list.

23 [Witness sworn]

24 <

25 <

1 THEREUPON came,

2 W I L L I A M M A T T H E W S ,

3 who, having been first duly sworn, testified as follows:

4 MR. RICHARDSON: State your name and address
5 for us.

6 WITNESS: Yeah, my name is William Matthews.
7 I live at -- I reside at 6 Soma Court, Greer, South
8 Carolina.

9 And I know you're well-intentioned about
10 trying to help this lady with the programs. The
11 only problem is, it's too many people on programs.
12 And part of the problem is because of situations
13 like this where people get pushed into these
14 programs, because they just have no other means or
15 resources to take care of these other important
16 needs in their lives.

17 I think that this whole thing with the 17½
18 percent increase is -- it's just unconscionable.
19 Your coffers are full. And you look out over here,
20 and you've heard testimony after testimony of
21 single moms, people on medication, elderly, who can
22 barely make ends meet, and then I sit here
23 disturbed -- and I'm not a part of the Occupy Wall
24 Street crowd, I'm a pro-business person. But, I
25 sit here and listen to businesses saying "It's

1 okay," and "Duke is great," and "We love Duke," and
2 "We love this reliable energy." I'm a businessman;
3 I have a small landscaping company. I can't -- I
4 can't just pass those costs on to my customers
5 without them looking for the next lawn care service
6 that's going to be \$5 a month cheaper than me. But
7 the big business, they just pass the costs right
8 on. See, and what you all fail to realize is those
9 costs get passed on in the form of higher gasoline
10 taxes, they get -- higher gasoline costs, the cost
11 of your clothing, the cost of food and goods and
12 services. Every one of you sitting up there, every
13 one of us here, pay that. Every one of us. And
14 that's a problem.

15 And I could understand if you guys were doing
16 everything you could, and you didn't have -- or
17 whatever the numbers were today -- \$1 billion in
18 the coffers? I don't know what the numbers are
19 that Duke actually has, but, you know, I want to
20 just -- I want to say something here, and I think a
21 lot of this is driven by the Green agenda. Okay?
22 And here's why. As long as energy prices stay
23 cheap, we don't need solar panels, we don't need
24 alternative sources of fuel, and as long as prices
25 -- you know, I looked into water recovery systems

1 as part of an extension of my landscaping service,
2 as an extension of my business. And I looked at
3 rainwater harvesting and all of those natural
4 things, you know, underground cisterns -- and I'll
5 be quick. I know my time is almost up. But, you
6 know why people aren't buying those things?
7 Because water is still cheap. What's going to make
8 people drive to buy those things? When the prices
9 of water get to be too cost prohibitive, or the
10 costs of fuel or electric become too cost
11 prohibitive. I can't help but wonder how much of
12 the Green agenda is behind this and how many people
13 in Duke are invested into these Green agendas or
14 alternative sources of energy.

15 **CHAIRMAN HOWARD:** Thank you, Mr. Matthews.
16 Either party have a question for Mr. Matthews?

17 **MS. SHAFEEK-HORTON:** [Shaking head.]

18 **MS. HUDSON:** No.

19 **CHAIRMAN HOWARD:** Commissioners?

20 [No response]

21 Mr. Matthews, thank you very much coming.

22 **WITNESS:** Thank you for your time.

23 [Applause]

24 [WHEREUPON, the witness was excused.]

25 **MR. DONG:** Edward Robinson, and Alan Mitchell,

1 and then Curtis Rogers.

2 [No response]

3 **CHAIRMAN HOWARD:** Mr. Robinson?

4 [No response]

5 Who's after Mr. Robinson?

6 **MR. DONG:** Alan Mitchell.

7 **CHAIRMAN HOWARD:** Alan Mitchell?

8 [Witness sworn]

9 THEREUPON came,

10 **A L A N M I T C H E L L ,**

11 who, having been first duly sworn, testified as follows:

12 **MR. RICHARDSON:** State your name and address.

13 **WITNESS:** Alan Mitchell, 212 Rebecca Street,
14 Greenville, South Carolina. I am a Duke customer.

15 I have a prepared statement that I did today,
16 so that the Commissioners -- I could leave it with
17 them, and I think I've got enough copies for Duke
18 and for ORS.

19 Dear Commissioners:

20 Duke Energy Carolinas, LLC/Duke Energy is
21 seeking through their application the authority to
22 adjust and increase the company's electric rates
23 and charges. I wish to go on record as being
24 opposed to this application, and ask that the rate
25 increase request be denied.

1 Unfortunately, we are living in a time when
2 economic conditions are fragile at best, and fiscal
3 responsibility is tough for companies large and
4 small, and especially for individuals. Duke Energy
5 representatives have stated publicly that the rate
6 increase is needed for, among other things,
7 infrastructure improvements and to relieve the
8 impact of federal regulatory burdens. It is my
9 contention that Duke Energy should look internally
10 to its company to determine how it can be more
11 fiscally responsible to its customers and
12 stockholders.

13 The small businesses and individual customers
14 should not have to bear the burden of helping Duke
15 Energy improve its bottom line. In this day and
16 age, everyone is feeling the burden of high prices,
17 more regulations, unplanned repairs and much, much
18 more; however, we cannot pass these costs on to
19 others so that we can maintain our lifestyle status
20 and continue to live in the style to which we have
21 become accustomed. When prices at the pump
22 increase, we have to pay at the pump and conserve
23 somewhere else. The same premise applies to food,
24 taxes, and other necessities of life. We succumb
25 to the needs and cut back on the desires and wants,

1 until we eventually begin to cut back on the needs.

2 Duke Energy is a private company with no
3 competition from a public electric utility in this
4 area. Has the company allowed its infrastructure
5 to suffer at the cost of deriving higher profits?

6 I have witnessed guy wires not covered with
7 safety shields and have even requested that some be
8 covered, without remedy. I have witnessed new
9 utility poles being erected near wires with shoes
10 hanging on them, and the company workers would not
11 even remove the dangling objects while they were
12 there working. I have witnessed wires that have
13 been encased by tree limbs to the point where the
14 limb had to be cut on two sides and left encased
15 around the wires. Historically, I have witnessed
16 the lack of planning and foresight on the part of
17 electric utility companies, because they continue
18 to expand their networks in the air rather than
19 underground, which leaves the systems vulnerable to
20 storms and service interruptions.

21 These are but a few of the examples of
22 irresponsible actions, and such irresponsibility
23 should not be rewarded with the granting of a rate
24 increase in these fiscally tough times. We all
25 need to work within our fiscal means and find

1 efficient and effective ways to manage our
2 individual --

3 [3-minute alarm]

4 -- systems. Duke Energy should not be an
5 exception. You are our only representative body to
6 which we can appeal. Please do not grant the
7 application for a rate increase. Thank you.

8 [Applause]

9 **CHAIRMAN HOWARD:** Thank you, Mr. Mitchell.
10 Either party have any questions?

11 **MS. SHAFEEK-HORTON:** [Shaking head.]

12 **MS. HUDSON:** No questions.

13 **CHAIRMAN HOWARD:** Mr. Mitchell, that would be
14 Hearing Exhibit No. 2.

15 Commissioners, any questions?

16 [No response]

17 [WHEREUPON, Hearing Exhibit No. 2 was
18 marked and received in evidence.].

19 **CHAIRMAN HOWARD:** Mr. Mitchell?

20 **WITNESS:** Yes, sir.

21 **CHAIRMAN HOWARD:** Could you see Mr. Gould? I
22 guess Mr. Gould would be the person you would see
23 about your vegetation problems and your down lines.
24 Mr. Gould, raise your hand so Mr. Mitchell can see.

25 **MR. GOULD:** [Indicating.]

1 **WITNESS:** Got it.

2 **CHAIRMAN HOWARD:** Thank you. Thank you, Mr.
3 Mitchell.

4 **WITNESS:** Thank you.

5 [WHEREUPON, the witness was excused.]

6 **MR. DONG:** Mr. Rogers?

7 [No response]

8 Tom Furman?

9 [Witness sworn]

10 THEREUPON came,

11 **T O M F U R M A N ,**

12 who, having been first duly sworn, testified as follows:

13 **MR. RICHARDSON:** Please state your name and
14 address.

15 **WITNESS:** Tom Furman. 8260 Augusta Road,
16 Piedmont, South Carolina. I've been a Duke
17 customer for around 40-something years -- over 40
18 years.

19 Duke's wanting an increase because of costs,
20 but, I mean, contractors, farmers, loggers, most
21 trucking outfits, many other businesses have to
22 work the same -- for the same or less than what
23 they've been making -- most of them less than what
24 they've been making in the past, because then they
25 didn't have to spend to pay for high fuel,

1 lubricants, parts, and insurance. And not to
2 mention taxes, property taxes, and all this, that
3 they have to pay. Everyone's having to pay, you
4 know, pay more for gas and fuel. Everybody's
5 having to -- with the economy like it is, I mean,
6 everybody's having to tighten up their belt. And
7 so why should Duke, you know, be -- get a rate
8 increase of 17 percent when everybody else is
9 barely getting by, or many people are anyway. I
10 am. I'm having a really -- really hard time on me.
11 Like I say, if you've got to use electricity for
12 heat any way with your heat, you've about got to do
13 without a lot of heat. Because last year, for
14 instance, even what they were making last year, it
15 put a hardship on me. So, if they go up this time,
16 more than what it was last time, I don't know how
17 in the world I'm going to pay it, because I was
18 June getting straightened out from that and my
19 county property taxes. So, that's what I've got to
20 say about it.

21 **CHAIRMAN HOWARD:** Thank you, Mr. Furman. Any
22 questions? Duke, ORS?

23 **MS. SHAFEEK-HORTON:** No.

24 **MS. HUDSON:** [Shaking head.]

25 **CHAIRMAN HOWARD:** Commissioners?

1 [No response]

2 Mr. Furman, thank you very much for coming.

3 [Applause]

4 [WHEREUPON, the witness was excused.]

5 MR. DONG: Donna Walkingham? Edith Chou? Joe
6 Taylor?

7 [Witness sworn]

8 THEREUPON ham,

9 J O E T A Y L O R ,

10 who, having been first duly sworn, testified as follows:

11 MR. RICHARDSON: State your name and address
12 for us.

13 WITNESS: My name is Joe Taylor. I reside in
14 downtown Davisville, South Carolina.

15 Now, I've heard a lot of testimony from
16 different people tonight, but I don't represent
17 anybody. I'm not a lobbyist. I'm not an attorney.
18 I don't represent a certain subdivision or
19 anything. But, I represent people that's older
20 people, senior citizens, who don't make an income
21 like I do. I retired five years ago from a well-
22 known company, and I lost millions in the stock
23 market before I knew it. And today I eat cheese
24 biscuits while I see the Duke Power people who goes
25 out on a catastrophe, sitting in a restaurant

1 eating steak and eggs, and they sign Duke Power's
2 name to the bill and they go on. I'd get a bill,
3 when I was working, from Duke Power from a rotten
4 telephone pole that an 88-year-old man had run into
5 in the Dunegan Community -- like I heard these guys,
6 one man talk about, in the alleys over there where
7 he lives, and they are there too -- and they won't
8 depreciate one penny off of a rotten telephone
9 pole.

10 Now you want big increases. What's the
11 increase for? Is it for another merger for Duke
12 Power? That's what I understand it's for. So, the
13 general public's got to pay that? My wife and I,
14 we live on a fixed income. Her mother, 87 years
15 old, has Alzheimer's, lives in the same house with
16 us. Our bill from Duke Power ten years ago was
17 \$100. Today, it's \$199. We have an outdoor
18 security light at our house that cost exactly \$6
19 ten years ago, but today they come out and replaced
20 the bulb in it, and didn't ask us, and sent us a
21 bill for \$10 a month, an increase. No choice at
22 all. Because they didn't have those kind of bulbs
23 anymore; it was obsolete. So we had to pay the
24 difference in the bill. So, we're always paying
25 the difference in everything.

1 I go to church on a regular basis. I missed
2 prayer meeting tonight at my church too. We called
3 Duke Power on October the 13th to replace a light
4 in our church parking lot. It still hasn't been
5 replaced. My wife finally got them on the phone
6 yesterday, and they said that they would get to it
7 soon. And it's recorded, and it's there. And she
8 wouldn't take no for an answer until she got
9 through all the animations that you go through.
10 And I'm a customer of Duke Power too. And I tell
11 you what, those animations are the worst things in
12 the world. They really are. And I had them at my
13 companies too, but I made my people answer their
14 phone when it rang on their desks. It wouldn't go
15 to voicemail.

16 Duke Power needs to deny -- or be denied this
17 rate increase, because the people are suffering
18 from drugs -- and if they don't believe it, let
19 them go out and buy Part D, and you'll understand
20 what I mean.

21 [3-minute alarm]

22 Thank you for your time.

23 [Applause]

24 **CHAIRMAN HOWARD:** Thank you, Mr. Taylor. Does
25 either party have any questions for Mr. Taylor?

1 **MS. SHAFEEK-HORTON:** [Shaking head.]

2 **MS. HUDSON:** No questions.

3 **CHAIRMAN HOWARD:** Commissioners?

4 [No response]

5 Mr. Taylor, thank you very much.

6 **WITNESS:** Thank you, sir.

7 [Applause]

8 [WHEREUPON, the witness was excused.]

9 **MR. DONG:** Stephanie Priester?

10 **MS. CHOU:** I thought you called Edith Chou?

11 **MR. DONG:** Yes, ma'am, we did. We did.

12 **MS. PRISTER:** No, he said Stephanie Priester.

13 That's me. I'm next.

14 **CHAIRMAN HOWARD:** He called her first. And
15 you're next.

16 **MR. DONG:** I did call Ms. Edith Chou first.

17 [Witness sworn]

18 THEREUPON came,

19 **E D I T H C H O U ,**

20 who, having been first duly sworn, testified as follows:

21 **MR. RICHARDSON:** Please state your name and
22 address, for the record.

23 **WITNESS:** My name is Edith Chou. I live at 12
24 Berryhill Road, in Greenville, and I've been a Duke
25 customer all my life.

1 I come to mention three words that is a slogan
2 that everybody knows. It's called reduce, reuse,
3 or recycle. What I think we need to do is to start
4 a campaign to reduce the use of electricity. We
5 love what electricity does for us. We have all of
6 these conveniences, but what we're doing is piling
7 up nuclear waste down in Savannah that has -- they
8 tell us a half-life. Well, the ages are endless, I
9 think, how long that will be around. You know,
10 it's being stored out in Utah, some, but now
11 they're wanting to, I think, store some down there.
12 I haven't kept up with that. But I just know we do
13 not need any more nuclear plants for electricity.
14 We're going to have to use what we can get from the
15 windmills -- which somebody mentioned -- and any
16 other research that can be used, the money could be
17 used for that, to help find a way to take care of
18 the waste and provide power and help the public to
19 reduce the use of electricity.

20 I thank you for all you do. And I love having
21 the electricity, but I don't want to contaminate
22 our world any longer.

23 **CHAIRMAN HOWARD:** Thank you, Ms. Chou. Does
24 either party have a question for Ms. Chou?

25 **MS. SHAFEEK-HORTON:** [Shaking head.]

1 **MS. HUDSON:** No.

2 **CHAIRMAN HOWARD:** Commissioners?

3 [No response]

4 Ms. Chou, thank you very much for coming.

5 **WITNESS:** Thank you.

6 [Applause]

7 [WHEREUPON, the witness was excused.]

8 [Witness sworn]

9 THEREUPON came,

10 **S T E P H A N I E P R I E S T E R ,**

11 who, having been first duly sworn, testified as follows:

12 **MR. RICHARDSON:** State your name and address,
13 please

14 **WITNESS:** Stephanie Priester. I live on
15 Taylors Road, in Taylors. And I apologize. I'm
16 going to read, so I won't be looking at you. I
17 know normally when you talk you look at people in
18 the eyes, but I am a Duke Energy customer and have
19 been for all of my adult life, so that's about 20
20 years plus.

21 But, again, I thank you too for coming
22 tonight. Many of us couldn't have made it to
23 Columbia in December, as the high gas prices are,
24 and maybe not even have reliable transportation, so
25 again, we thank you all for coming to us. My

1 concern of the increase is, is there any other way
2 to bring about safe and reliable -- to meet these
3 regulations without the financial increase as it
4 relates to our pocketbooks and our wallets? It
5 would be different if employment were giving rate
6 increases or if unemployment or other benefits that
7 people are using to rely on their incomes were also
8 giving increases.

9 Like I said, there was an increase just last
10 year, and my understanding -- the young lady, she's
11 left already -- I told her to ask, and she said,
12 "Well, have they ever decreased for us?" So,
13 correct me if I'm wrong, but I was told that Duke
14 Power have never been denied an increase, and that
15 so many people that voiced their concerns that was
16 not able to be here tonight said that there's no
17 need in going because they're going to do what they
18 want to do anyway, but I'm standing in the gap
19 tonight believing otherwise.

20 [Applause]

21 I stayed over. And I also missed Bible study
22 tonight, as well. I've got someone babysitting my
23 daughter tonight so that my voice would be heard on
24 behalf of the people that know that this increase
25 is not a good time. Not now, and probably not

1 later, unless, you know, things are going to
2 change, not only for our economy, but for, you
3 know, just the cost of living as well.

4 Just for the number of people I can say that
5 even showed up here tonight -- and please
6 understand that was just a number in few, because
7 there's many more that didn't have an opportunity,
8 or even have transportation to get here. There
9 were several people that if I could have picked
10 them up tonight, I would have. But, you know, just
11 to understand that. What it all boils down to
12 basically, as far as what I want to say is that,
13 the timing is just not right. Myself being
14 unemployed for four months now, that emergency fund
15 that I thought would have gotten me through six
16 months no longer exists. So, it used to be that I
17 could help my grandmother who -- it really concerns
18 me that now I can't really help her, because I
19 can't almost help myself.

20 So, with that being said, as far as even
21 budgeting, I'm asking, you know, if we could take a
22 poll just for the amount of people that was even
23 here tonight, how many was unemployed or how many
24 was on a fixed income or how many have ever had to
25 pay their bill late because they didn't have it,

1 I'm sure the majority of the room would've been
2 able to raise their hands. And, you know, for the
3 ones that did of course come up and was in favor of
4 the increase, you know, you try not to judge people
5 by their appearance, but guess what, I'm sure they
6 could afford that increase. But for the majority
7 of us that are here, we cannot.

8 And so my voice to be heard tonight is that
9 you should be mindful of the people, you know, that
10 during this time, now, these economic times, it's
11 an increase we cannot afford. Thank you.

12 [Applause]

13 **CHAIRMAN HOWARD:** Thank you, Ms. Priester.
14 Does either party --

15 **WITNESS:** And I want to say one thing, too.

16 **CHAIRMAN HOWARD:** Please.

17 **WITNESS:** For all these jobs over here, is
18 anybody hiring? Because I'm looking for a job.

19 [Laughter]

20 **CHAIRMAN HOWARD:** Thank you. Either party?

21 **MS. SHAFEEK-HORTON:** No.

22 **MS. HUDSON:** No. Thank you.

23 **CHAIRMAN HOWARD:** Commissioners, any questions
24 of Ms. Priester?

25 [No response]

1 Ms. Priester, thank you very much.

2 **WITNESS:** And thank y'all for letting me use
3 your power here tonight that I didn't have to
4 charge at home.

5 [Applause]

6 [WHEREUPON, the witness was excused.]

7 **MR. DONG:** Joseph Gray, Earl Simmons_[sic], and
8 Raymond McGowan?

9 [Witness sworn]

10 THEREUPON came,

11 **J O S E P H G R A Y ,**

12 who, having been first duly sworn, testified as follows:

13 **MR. RICHARDSON:** State your name and address
14 for the record.

15 **WITNESS:** I'm Joseph Gray. I live in Mauldin,
16 South Carolina.

17 I have a prepared statement to give you all.
18 There is one thing that I would like to say, if I
19 may. Thank you for allowing me to talk to you,
20 Duke Energy representatives, and the Commissioners.

21 Duke Energy I think is a fine company, but I
22 don't think they need the increase. For number
23 one, I think in some ways they're already getting
24 it. For instance, I have a light out at my
25 company, I have lights out at my house -- this is

1 these night lights -- and they are not efficiently
2 taken care of. So, we call and ask Duke Power to
3 give us a prorated bill. The answer is, unless
4 it's ten days or less, we don't do it. So, I feel
5 Duke Power is getting their increase. I have
6 nothing against them, and I will say one thing:
7 Those folks are very nice on the phone. People can
8 be nice on the phone when they are not in your
9 presence.

10 And I'd like to say to the Commission and Duke
11 Power: I've sat there, and I've observed you all.
12 I've looked at your all's reactions. I looked at
13 theirs There was a gentleman talking about his
14 transformer, what Duke Power did. But he failed to
15 tell you that Duke Power owned those transformers.
16 Okay?

17 But I don't want to say anymore but one or two
18 things. My heart is broken. These folks have sit
19 here and pleaded with you folks, and I've pleaded
20 with you. I'm pleading with you. They don't have
21 to it. They don't have it.

22 [Applause]

23 And I'm asking Duke Power to go back to your
24 folks and ask them to withdraw their request. I'm
25 asking you Commissioners to give deep

1 consideration, to open your hearts. Open your
2 hearts. I don't care how much you make. What you
3 make, you deserve. I don't envy you. But I'm
4 asking you to open your heart for the folks that
5 can't make it, my friends. Open your hearts. I
6 have never seen, Duke Energy, with a hearse, with a
7 U-haul going behind it to the grave. So you can't
8 take it with you. So open your heart. Open your
9 heart. Would you kindly open your heart? And God
10 will bless you. He placed us here to help and look
11 after one another, not to enslave one another
12 through our greed.

13 **VOICE:** That's right. That's right.

14 **WITNESS:** Don't do it to us. Open your heart.
15 And I pray that you will. And I thank you for the
16 opportunity to stand before you.

17 **CHAIRMAN HOWARD:** Thank you, Mr. Gray. Either
18 party have a question for Mr. Gray?

19 **MS. SHAFEEK-HORTON:** [Shaking head.]

20 **MS. HUDSON:** No.

21 **CHAIRMAN HOWARD:** Commissioners? Commissioner
22 Whitfield.

23 **COMMISSIONER WHITFIELD:** Thank you, Mr.
24 Chairman. I might be jumping the gun; ORS may ask
25 him this.

EXAMINATION**BY COMMISSIONER WHITFIELD:****Q** But has your light on your building -- was it fixed?

Was it taken care of?

A What I did -- after three months, they didn't take care of it. Eventually, they sent an engineer out, and I told him, "I've saved that much money this length of time. Forget it." And my house had gone for a couple months. And I understand the explanation that they give: "We're running behind." But I want to tell them, "Our pocketbook is running behind, too."

VOICE: Tell it.

WITNESS: Please consider it. Please open your hearts. Please listen to the people. Please be compassionate. Please show love, and God will bless you.

CHAIRMAN HOWARD: Commissioners, any more questions?

[No response]

Mr. Gray, thank you very much.

WITNESS: Thank you.

[Applause]

[WHEREUPON, the witness was excused.]

MR. DONG: Earl Simmons_[sic]?**MR. SAMMONS:** It's Sammons instead of Simmons,

1 but we'll let that go.

2 MR. DONG: Beg your pardon.

3 [Witness sworn]

4 THEREUPON came,

5 E A R L S A M M O N S ,

6 who, having been first duly sworn, testified as follows:

7 MR. RICHARDSON: State your name and address,
8 for the record.

9 WITNESS: My name is Earl Sammons, not
10 Simmons. And I don't think that's going to make
11 any difference to anybody tonight, so we're okay
12 there. I live in Taylors, 5 Vaille Drive. Been
13 there for 40-something years. And that's about all
14 I think I need to tell you.

15 Now, I'm going to go over some stuff real
16 quick, hopefully real quickly here. There was a
17 gentleman that spoke some time ago, and he was
18 talking about the fact going back to the time when
19 -- he was saying like five or seven years ago, and
20 that's the numbers that I was looking at -- and
21 during that time I stood right here and made a
22 presentation at that time, too. And the thing that
23 -- the way I approached that particular thing was
24 that I had been in the electrical business for well
25 over 40 years, and all I wanted to do in this

1 particular case was to get across that the -- that
2 the -- I don't know how I want to say that. I'm
3 just going to forget that. Okay, let's go on. No,
4 what I wanted to see was that the suppliers, which
5 in this particular case would be the people that we
6 hate so much tonight, and at that particular time
7 the only thing I wanted to see was, yeah, we want
8 you to give us some time before you go with an
9 increase. That did not happen. And I was very
10 upset about that, but there was really nothing that
11 could be done. And then -- so now, we're sort of
12 in the same situation right now that we were those
13 several years ago. And you know, you say, "We want
14 to help you, and we want to do this and we want to
15 do that," and I'm going to tell you, there's not
16 enough time in three minutes to really get into
17 some of these things.

18 The only thing -- nothing has been really
19 taken care of tonight. And I don't think it will
20 be, because the main thing is this, what do these
21 people want? Money, Money, Money, Money, Money.
22 Oh yeah, and money. And, you know, it's time --

23 [3-minute alarm]

24 -- to get away from that part of it. And I
25 would suggest that you might want to consider doing

1 what I have done, and that is, I no longer refer to
2 this company as Duke Energy; I refer to it as puke
3 energy. Okay?

4 **CHAIRMAN HOWARD:** Anyone have -- does either
5 party have a question for Mr. Sammons?

6 **MS. SHAFEEK-HORTON:** [Shaking head.]

7 **MS. HUDSON:** No.

8 **CHAIRMAN HOWARD:** Commissioners?

9 [No response]

10 Mr. Sammons, thank you very much.

11 [Applause]

12 [WHEREUPON, the witness was excused.]

13 **MR. DONG:** Raymond McGowan?

14 [Witness affirmed]

15 THEREUPON came,

16 **R A Y M O N D G O W A N S,**

17 who, having been first duly affirmed, testified as follows:

18 **MR. RICHARDSON:** State your name and address,
19 please.

20 **WITNESS:** My name is Raymond McGowan, 111
21 Third Street, Chedson.

22 And I just have two or three questions. I
23 want to know how many of you would take my income a
24 month and give me yours and see how far you'll make
25 it. Also, I want to know why twice out of a year

1 my light bill doubles in December and January. Out
2 of all the year, I burn electricity.

3 Christmastime, I don't burn lights, have never
4 burned lights, but my bill goes up every year in
5 December and January. Then you ask them, they'll
6 say, "It was on your bill." At my church last
7 year, December and January, I didn't even use the
8 church. My bill went up twice anyhow. And that's
9 what I want to know.

10 And I don't think some of you understand,
11 while you sit eating at Red Lobster, we still have
12 to go to McDonald's. While you're living in fine,
13 tall motels, we have to figure out what we're going
14 to eat. I'm on a fixed income. And I even tried
15 to get help with my water bill today, but I have to
16 prove why I ain't got the money. I got to prove
17 this, and I got to prove that. By the time you get
18 through provements and stay up there five hours,
19 then they'll come and tell you, "We can't help
20 you." So, I'm trying to live on the substitute
21 getting help too, but it still ain't working, and
22 it ain't paying my bills. That's all I got to say.

23 **CHAIRMAN HOWARD:** Thank you, Mr. McGowan.

24 Duke Energy?

25 **MS. SHAFEEK-HORTON:** I would just direct him

1 to Barbara Yarbrough with questions about his
2 December and January bills.

3 **CHAIRMAN HOWARD:** Mr. McGowan, do you know Ms.
4 Yarbrough? Have you seen Ms. Yarbrough? Please
5 talk with her about your billing problems.

6 ORS?

7 **MS. HUDSON:** I was just wanting to be sure Mr.
8 McGowan got some attention on those December and
9 January billings. We also have our Consumer
10 Services representative available, as well.

11 **WITNESS:** Okay.

12 **CHAIRMAN HOWARD:** Just a minute --
13 Commissioners, any questions of Mr. McGowan?

14 [No response]

15 Mr. McGowan, thank you very much for coming.

16 [Applause]

17 [WHEREUPON, the witness was excused.]

18 **MR. DONG:** Matt Fessler, Affie Hampton, and
19 Brenda Willis.

20 [Witness sworn]

21 THEREUPON came,

22 **M A T T F E S S L E R ,**
23 who, having been first duly sworn, testified as follows:

24 **MR. RICHARDSON:** State your name and address
25 for the record.

1 **WITNESS:** My name is Matt Fessler. I live in
2 Greenville, South Carolina. And I come here to
3 obviously voice as much of an opinion as I possibly
4 can offer. Clearly, I'm only one person, but as
5 has been mentioned before, I do represent all the
6 hundreds of people that possibly couldn't be here
7 due to the fact that they are suffering through,
8 you know, 12-hour work days, seven days a week, to
9 actually support the families that they have.

10 I think it's egregious and absolutely
11 ridiculous that -- the amount of profits that you
12 guys rake in on a regular basis and still expect to
13 increase rates for people who can barely make above
14 \$10,000 a year, or less -- maybe even a little bit
15 more. You know, enough just to support their
16 family. They might be out there trying to get help
17 with as much as they can, but as they said, there's
18 so much of a process behind it and there are so
19 few-and-far-between people that actually are
20 available for it, that it can't really actually do
21 anything that helps them out that much.

22 In order to actually, you know, affect this,
23 people keep talking about all these jobs that they
24 are creating by using Duke Energy. Where are these
25 jobs? Where are they going to? I mean, you know,

1 and what kind of jobs are these? These types of
2 jobs that you speak of, are these, you know, the
3 50-some-odd people that died in the Massey Mines
4 because they were, you know, working in horrible
5 conditions based on your lack of regulation within
6 the industry that you have? I mean, you know, when
7 you speak about, "Oh, we've got to make up for
8 regulation," well, regulation is there to keep
9 these people safe on their jobs to help you make
10 more of a profit than what, you know, they could
11 even fathom. And that's about all I got to say.

12 **VOICE:** Right on.

13 **CHAIRMAN HOWARD:** Thank you, Mr. Fessler.

14 **WITNESS:** If I can, yield the rest of my time
15 to John Jeter?

16 **CHAIRMAN HOWARD:** Thank you. Duke or ORS, any
17 questions?

18 **MS. SHAFEEK-HORTON:** No.

19 **MS. HUDSON:** [Shaking head.]

20 **CHAIRMAN HOWARD:** Commissioners?

21 [No response]

22 Mr. Fessler, you may be seated. Thank you
23 very much.

24 [Applause]

25 [WHEREUPON, the witness was excused.]

1 **CHAIRMAN HOWARD:** We're going to take about a
2 ten-minute break right now. We'll be back at five
3 after nine. Thank you.

4 [WHEREUPON, a recess was taken from 8:58
5 to 9:05 p.m.]

6 **MR. DONG:** Next is Affie Hampton. And then
7 Brenda Willis. And then I believe Mr. Jenkins had
8 come up.

9 [Witness sworn]

10 THEREUPON came,

11 **A F F I E H A M P T O N ,**
12 who, having been first duly sworn, testified as follows:

13 **MR. RICHARDSON:** State your name and address
14 for the record.

15 **WITNESS:** My name is Affie Hampton. I live at
16 113 3rd Street, Denton, in Greenville, South
17 Carolina.

18 The reason I'm here is not -- it's about I
19 have an issue with Duke Power, because I'm angry
20 with them. I've told them on the phone recently, a
21 few times, that I was going to sue them, and I was
22 going to gather up all my bills -- because I have
23 bills back to 1980 -- and I was gonna consume all
24 my bills and get me a lawyer and I was going to sue
25 them, because I feel that they are ripping me off.

1 And the reason I think it is because my bills in
2 the last five years have jumped from \$200 up to
3 \$297. And before that, it was \$175. But it just
4 have jumped so much, recently.

5 And another reason I think that they are
6 ripping me off is because I was getting a bill --
7 I've been living at where I'm living for 32 years,
8 and some. And I'm buying my house. And they was
9 sending -- five years ago, about five years ago,
10 they was sending another person a bill to my house
11 with the same account number but it was a different
12 name and the same address. And I said, "I've been
13 living here for 32 years. I thought Duke Power --
14 they don't -- they don't -- they have to check out
15 who living in the house before they send somebody
16 else bill to your house, you know." And when I
17 called them about it, they was saying -- I said,
18 "That person don't live here. I've been living
19 here for almost 32 years." And they said, "Well,
20 we don't understand, ma'am." I said, "How can you
21 send somebody's bill to your house and they don't
22 even live here? You don't check to see who be..."
23 they had all kind of excuses why that person bill
24 was coming to my house. And my bill was one thing
25 and their bill was another thing. And I said,

1 "Well, we using the same power and we getting the
2 same bill, so why is they getting their bill here?"

3 And another thing that I wanted to know is
4 that they asked me for my Social Security Number.
5 They changed my account number, and then my bill
6 went up even more higher. And I was listening at
7 all the peoples here tonight, talking about how
8 much they was paying for bills, and everybody had a
9 different rate that they was paying a month. And
10 one was \$125, one --

11 [3-minute alarm]

12 -- was \$190-something, and my bill is \$200-and
13 -- my bill I paid last month was \$297. And I don't
14 heat by electricity. I don't have hot water by
15 electricity. I barely use my stove. I have a
16 washer and a dryer; that's the only thing that I
17 have by electricity, and my electric stove. And
18 I'm saying, "Why is my bill so high?" I do not
19 understand.

20 And another question I have is that we had a
21 power outage about a month and a half ago, and the
22 power -- the tree limb down the street knocked the
23 power out. I heard another lady say they told her
24 to turn her power off, the main switch off, before
25 they turned the power back on. Nobody told me to

1 turn the switch off. So, when I came home from
2 work, my TV was gone, my daughter's computer was
3 gone, because they turned the power back on, and
4 the power surge knocked out my TV and knocked out
5 her computer. So they say you can't get nothing
6 for it, because they'll say that it was a -- it
7 was, what you call an accident -- act of God, or
8 whatever.

9 So, I'm just angry at Duke Power, and I'm
10 angry about this surge, that they want to do this
11 17 percent. Because if they do that, my power bill
12 -- like the man was talking about -- if they do
13 that 17 percent increase, that's half of my income
14 for the month, because I'll be paying \$500-and-some
15 a month with this increase, and I cannot afford it.
16 I am thanking God that I am still able to work at
17 63 -- be 64 next month. I still work full-time. I
18 don't have to beg for nothing, I don't have to ask
19 nobody for nothing. I work for my money. And I
20 just don't understand why we have to pay so much
21 money for a power bill. Between Duke Power and
22 gas, they takes all of my income. One take it in
23 the summer, one take it in the winter. So, what
24 can you do when you spending -- you working hard
25 every day and you spending all your money on your

1 utility bills -- and that's not including the house
2 payment.

3 **CHAIRMAN HOWARD:** Thank you, Ms. Hampton.
4 Duke Energy?

5 **MS. SHAFEEK-HORTON:** Again, I would direct her
6 to Barbara Yarbrough on her customer service issue,
7 and would just also point out Rick Mifflin, who may
8 be able to offer some energy efficiency
9 information.

10 **CHAIRMAN HOWARD:** Do you want to -- Ms.
11 Yarbrough? Ms. Hampton, you know Ms. Yarbrough?
12 Raise your hand.

13 **MS. YARBROUGH:** [Indicating.]

14 **CHAIRMAN HOWARD:** Thank you, Ms. Yarbrough.
15 And who else?

16 **MS. SHAFEEK-HORTON:** Rick Mifflin.

17 **MR. MIFFLIN:** [Indicating.]

18 **CHAIRMAN HOWARD:** Thank you. If you'll see
19 them, they'll try to help you and see what they can
20 do.

21 Commissioners, any questions -- oh, ORS.

22 **MS. HUDSON:** I would offer our Consumer
23 Services Department to Ms. Hampton, as well. The
24 gentleman in the back corner, he can assist you as
25 well.

1 **CHAIRMAN HOWARD:** Ms. Hampton, just a minute.
2 Commissioners, any questions of Ms. Hampton?

3 [No response]

4 Ms. Hampton, thank you very much.

5 [Applause]

6 [WHEREUPON, the witness was excused.]

7 **MR. DONG:** Okay, is Ms. Brenda Willis here?

8 [No response]

9 **MR. DONG:** Okay. Is it Mr. Jenkins; is that
10 right? No? Was it Jenkins?

11 **MR. JETER:** Jeter.

12 **MR. DONG:** Jeter. I'm sorry. I'm sorry,
13 that's my bad.

14 **MR. JETER:** That's all right.

15 **MR. DONG:** Mr. John Jeter, correct?

16 **MR. JETER:** Yes, sir. Like Derek, only
17 without the money.

18 **MR. DONG:** Okay.

19 [Witness sworn]

20 THEREUPON came,

21 **J O H N J E T E R ,**

22 who, having been first duly sworn, testified as follows:

23 **MR. RICHARDSON:** State your name and address
24 for the record.

25 **WITNESS:** I'm John Jeter. I live in

1 Greenville, South Carolina. I am a Duke customer
2 times two, because I also have a business.

3 It's devastating, it breaks my heart to listen
4 to this parade of pain. And I don't know how
5 anybody can sit here and listen to all this, and I
6 feel just completely wiped out and devastated,
7 really exhausted. And it hurts me even worse to
8 even come up here and talk about a couple of
9 issues. The first is that I do own a business, co-
10 own a business, and it's really remarkable to sit
11 here and listen to the Chamber of Commerce and
12 other businesses talk about how this is really, you
13 know -- Duke's a great company and they do great
14 stuff and yada, yada, yada, while all these people
15 are in so much pain. I'm talking about a small
16 business that is doing our very best to survive,
17 and what you're talking about is a 17 percent tax
18 on our customers. You know, these people don't
19 have an income. My customers have at least a
20 disposable income, and now it's going to be
21 disposed of completely. I mean, you're talking
22 about a 17 percent increase, which to a person who
23 makes \$100 a month, or whatever it is, that's \$17.
24 That's two concert tickets or one concert ticket,
25 okay? That may not -- that may be silly to some of

1 these people, but to me, that's my lifeblood. You
2 know? And these people, the Chamber of Commerce
3 and other people, are talking about -- hey, we're
4 talking quality of life here. We're talking
5 quality of the community. I would've never moved
6 my business into this community if I thought, well
7 gee, there's no place to go to a movie, there's no
8 place to go to a good restaurant, there's no place
9 to go to -- I can't even tithe the church because I
10 can't afford it anymore. You know, you're talking
11 about a 17 percent increase on the people who feed
12 70 percent of the American economy. The American
13 economic engine is driven by consumers. If people
14 don't consume, we're dead. We're gone. We're
15 toast. And if we're all gone, there's no quality
16 of life in the community.

17 Secondly, I pay 18 different kinds of taxes in
18 my business, and this is just yet another 17
19 percent tax, maybe not on my business per se, but
20 on the consumers who are going to consume that
21 business.

22 Last year Duke Power -- I was in one location
23 for ten years -- ten years. Duke Power extorted me
24 for \$4,100 as a [indicating] "security deposit."
25 \$4,100, which is two months -- more than two months

1 of utility usage. \$4,100 that they extorted from
2 me because they said that they needed a security
3 deposit ten years after I opened. I said, "Ten
4 years, for a security deposit?" "We forgot to
5 collect it," they said. Right before summer
6 started. When I needed \$4,100. I mean, how is
7 that supposed to happen?

8 If I imposed a 17 percent increase on my
9 customers, they would Bank-of-America on me.
10 They'd be out the door so fast, the hinges would
11 fly off. I mean, what's that supposed to do? And
12 then somebody comes along and says, "We get to take
13 \$4,100 from you because we forgot"? And we had to
14 turn it over. Why? Because if we --

15 [3-minute alarm]

16 -- didn't, out goes the power. If we didn't
17 pay the \$4,100, we would be out of power.
18 Moreover, we can't get the \$4,100 back. Why?
19 Because we're late on our power bill. How could
20 that possibly be, that we're late on our power
21 bill? We're out \$4,100. Not only that, they
22 charge a late fee when you're late on your power
23 bill, which they get. And if you don't pay your
24 power bill, you don't get power. So, how is it
25 possible that they took \$4,100 to put in a security

1 deposit that they get to sit on in perpetuity until
2 all my bills are paid on time, on their schedule,
3 and they want to tax my consumers 17 percent, when
4 I am paying \$70,000 a year in payroll taxes, and
5 I'm hiring 25 people to work in my business who
6 can't afford this? I'm going to have 25 homeless
7 people working for me?

8 That's quality of life in this community. And
9 it breaks my heart to even talk about it from a
10 business perspective and wanting to make money when
11 these people can't even afford food and heat.

12 **VOICE:** That's right.

13 **VOICE:** Thank you.

14 **CHAIRMAN HOWARD:** Mr. Jeter, just a minute.
15 Mr. Jeter, just a second, please. Either one of
16 the parties have a question of Mr. Jeter?

17 **MS. SHAFEEK-HORTON:** Just briefly.

18 **CROSS EXAMINATION**

19 **BY MS. SHAFEEK-HORTON:**

20 **Q** I thought you mentioned the name of your business, but I
21 must have --

22 **A** I did not, and I decline at this point. We generate
23 approximately \$1 million of revenue every year. More
24 than half of that goes to artists. So we employ lots
25 and lots and lots of musicians, honestly, who are

1 basically unemployed people on the road.

2 **Q** And I would then just direct you to Ms. Yarborough --

3 **A** Our impact -- Ms. Yarbrough has been picked on enough,
4 by people who deserve it. I'm not in pain. I'm just
5 pissed. And she needs to deal with these people.

6 **CHAIRMAN HOWARD:** Mr. Jeter, watch your
7 language, please.

8 **WITNESS:** I can -- I'm sorry?

9 **CHAIRMAN HOWARD:** Just watch your language,
10 please.

11 **WITNESS:** Well, okay. I'm sorry. I'm
12 emotional. I don't know if you can tell. I'm
13 very --

14 **CHAIRMAN HOWARD:** I understand that. I
15 appreciate that. I do understand.

16 **WITNESS:** But, you know what, I'm more upset
17 on behalf of these people than on behalf of my own
18 business, because I can -- if I lose -- if I go
19 bankrupt because of a 17 percent tax increase, hey,
20 that's 18 different taxes, and the welfare of this
21 community and the betterment of this community is
22 then gone.

23 **CHAIRMAN HOWARD:** I understand.
24 Commissioners, any --

25 **WITNESS:** Do you?

1 **CHAIRMAN HOWARD:** -- questions of Mr. Jeter?

2 **COMMISSIONER FLEMING:** I think ORS --

3 **CHAIRMAN HOWARD:** ORS?

4 **CROSS EXAMINATION**

5 **BY MS. HUDSON:**

6 **Q** Mr. Jeter, I just want to encourage you to go speak with
7 our Consumer Services person.

8 **A** I talked to them on the phone, and they said the
9 utilities commission granted Duke Energy and every other
10 utility the right to impose a security deposit whenever
11 they see fit under the State law. I'm sorry, but that
12 was a brick wall. That was a total waste of my time.

13 **Q** Did you discuss the ten-year after-the-fact?

14 **A** Oh, yeah. That was the first thing I said. "Well, you
15 know, your records show -- our records show that you
16 really don't pay your bills on time." Well, you know
17 what, if we'd been in business ten years but we really
18 didn't pay our bills on time -- I mean, really didn't
19 pay our bills on time -- the lights would go off. And
20 you know what happens when an ice storm hits and we're
21 out of business for three days and we lose \$10-\$12-
22 \$15,000 in revenue that goes toward mortgage, and goes
23 to our employees, and goes toward these 18 different
24 kinds of taxes? We get nothing. We don't get an
25 apology, we don't get a rebate, we don't get a refund.

1 But we do get to save three days' worth of power -- of
2 energy that we're not using at all, because it's dark.

3 WITNESS: I'm deeply, deeply apologetic for my
4 language, and --

5 CHAIRMAN HOWARD: That's fine.

6 WITNESS: -- I'm very, very sorry for being
7 emotional, but I just don't understand how anyone,
8 anyone, can sit here and --

9 CHAIRMAN HOWARD: Mr. Jeter, I believe
10 Commissioner Whitfield has a question for you.

11 EXAMINATION

12 BY COMMISSIONER WHITFIELD:

13 Q Mr. Jeter, I understand you're upset. Could you share
14 with us -- I know you didn't want to name your business,
15 but --

16 A I'll name it. It's the Handelbar.

17 Q Okay.

18 A We moved into Greenville 17 years ago. We were in a
19 100-year-old textile mill. We left the textile mill ten
20 years ago just before 9/11, and we have somehow,
21 somehow, managed to stay in business even though I have
22 \$1.80 in my checking account today.

23 Q What I'd like to ask you is -- give you an opportunity
24 to maybe tell us what your monthly power bill is. I
25 know what you said the deposit was --

1 **A** Our power bill --

2 **Q** -- and what --

3 **A** Our power bill --

4 **Q** -- the bill --

5 **A** -- generally --

6 **Q** -- might be.

7 **A** -- ranges from somewhere between \$1,500 and \$2,500,
8 almost \$3,000 a month, depending on the weather.

9 **Q** And if you don't mind, how many people do you employ?

10 **A** I said that, 25.

11 **Q** Okay. But, I didn't get --

12 **A** I'm sorry.

13 **Q** -- the figure, if that was permanent or, you say,
14 they're on the road.

15 **A** They're primarily full-time.

16 **Q** Full-time.

17 **A** My wife and I don't make enough of an income to be
18 considered really salaried employees, but she works
19 approximately 70 hours a week. She's there right now.

20 **Q** All right. Thank you.

21 **A** She'd be really upset if she knew I was here.

22 **COMMISSIONER WHITFIELD:** All right. Thank
23 you, sir. That's all I have, Mr. Chairman.

24 **WITNESS:** She hates when I do this.

25 **CHAIRMAN HOWARD:** Mr. Jeter, thank you very

1 much for coming. Appreciate it.

2 **WITNESS:** Again, I apologize for my lack of
3 decorum.

4 **CHAIRMAN HOWARD:** That's fine. Thank you.

5 [Applause]

6 [WHEREUPON, the witness was excused.]

7 **MR. DONG:** Nick Venteris?

8 [No response]

9 Kenneth Manigault?

10 [Witness sworn]

11 THEREUPON came,

12 **K E N N E T H M A N I G A U L T ,**

13 who, having been first duly sworn, testified as follows:

14 **MR. RICHARDSON:** State your name and address
15 for the record.

16 **WITNESS:** Kenneth Manigault, owner of Chef
17 Manigault's LaVielle Maison Restaurant & Catering.

18 And just like my friend who owns the
19 Handlebar, it's difficult sometimes. It's just
20 difficult. It's not easy. I own a million-dollar
21 complex. I make a lot of money. This past week,
22 unbeknowing to my wife and I, we did not get the
23 bill; our power got turned off. Our taxes were due
24 this same week. So, on Friday we paid our property
25 taxes. On top of that taxes, we had other taxes.

1 Just taxes, taxes, taxes. So, unbeknowing to us,
2 this bill comes due. It's Monday; it's cut off.
3 Tuesday morning I've got to be back in business.
4 Now, what am I to do? My disposable income is gone
5 because there is no sustaining disposable income no
6 more. My working capital is gone because I paid it
7 in taxes. My employees had to get paid yesterday,
8 so I had to pay them. So, now, I've got to make
9 all the ends meet, and there ain't no money. And
10 what he said about \$2,500 is what he had to pay,
11 that was my bill. So now I'm looking at no money
12 and this big bill I've got to go pay. Stretch it
13 just a little bit. Nevertheless, who do I call?
14 There is no one for me to call. I cannot get any
15 subsidies or additional help. They tell me, if I
16 go call for that, "You just didn't make enough
17 money. You can't be in business."

18 You can't operate that way. I'm a small
19 business. Much like the gentleman before, we hire
20 X number of people to work for our business. If we
21 don't make money, they don't make money. If we
22 don't make money, you don't make money. It's just
23 that simple.

24 [Applause]

25 You know, like my friend said earlier, there

1 is a day of reckoning, and everybody will come to
2 that day of reckoning, whether it's the people
3 that's on the panel or whether it's just business
4 as normal. Our country is in trouble. And if we
5 don't get to some understanding that big business
6 has to pay their fair share of the bill --

7 [Applause]

8 -- then you don't got to worry about small
9 business, because we won't exist anyway. So, I
10 only ask that the Commission truly, truly take
11 interest. There are a lot of folks here tonight,
12 and there were a lot of folk that probably wanted
13 to be here. Nevertheless, for the voices that
14 wasn't here, for the business people --

15 [3-minute alarm]

16 -- that wasn't here, or ones that couldn't be
17 here because they're working very hard to pay their
18 bills, keep this in mind: If we don't have enough
19 money to pay our bills, we can't pay Duke Power.
20 Just so happened I had a brother who I could call
21 on, who didn't mind writing me that check. Now,
22 I'm going to give him back his money; that's not
23 even going to be an issue. This is not the first
24 time that has happened. This is the second time
25 that it's happened. I'll be a better diligent

1 person to do my job.

2 But I only ask the Commission to truly, truly
3 say at this time, "No." Because they have a
4 surplus of \$1 billion. If they can't work in \$1
5 billion, they can't work in \$1 trillion. If they
6 can't work in \$1 trillion, they can't work in
7 wherever that number is in dollars. The fact of
8 the matter is, they don't want to work in that
9 little opportunity of \$1 billion. That's a little
10 opportunity. But, if they got all this, that, and
11 the other, you know, that they have, I think they
12 should be able to work in their budget so that we
13 can work in our budget. Thank you.

14 **CHAIRMAN HOWARD:** Thank you, Mr. Manigault.
15 Either party have a question of Mr. Manigault?

16 **MS. SHAFEEK-HORTON:** [Shaking head.]

17 **MS. HUDSON:** No, sir.

18 **CHAIRMAN HOWARD:** Commissioners?

19 [No response]

20 Mr. Manigault, thank you very much.

21 **WITNESS:** Thank you.

22 [Applause]

23 [WHEREUPON, the witness was excused.]

24 **MR. DONG:** I have three names left on the
25 list. I have Roger Radnima, John Bynum, and Jeff

1 Knotts.

2 [Witness sworn]

3 THEREUPON came,

4 J E F F K N O T T S ,

5 who, having been first duly sworn, testified as follows:

6 MR. RICHARDSON: State your name and address
7 for the record.

8 WITNESS: Jeff Knotts. 218 Brushy Meadows
9 Drive, Greer, South Carolina.

10 I'm the finance director for our school
11 district, Greenville County Schools, and I'm
12 speaking on behalf of Greenville County Schools
13 this evening.

14 Almost anyone living in Greenville County over
15 the past eight years is aware of and also has
16 enjoyed the benefit of Greenville County Schools'
17 building program. During this program, we've
18 renovated 26 schools and built 47 new facilities to
19 replace outdated and old facilities.

20 What many people do not realize, however, is
21 the high energy efficient systems we install in
22 each of the schools during construction. All these
23 systems are controlled by one point within the
24 school district, where we can shut off the systems
25 at night, we can turn them on just in time to cool

1 or heat the buildings in the summer or in the
2 evenings.

3 I'd like to share with the Commission the
4 results of our energy management program over the
5 past several years. From 2008 to 2011, our square
6 footage -- oh, by the way, I did mean to mention --
7 we are one of the largest customers of Duke Power
8 in the upstate. Anyway, our square footage that
9 receives power from Duke Energy increased by
10 200,000 square feet, up to 9.6 million square feet.
11 In 2008, we used 126 million kilowatt-hours. In
12 2011, we used 99.4 million kilowatt-hours. That's
13 a reduction of 26.7 million kilowatt-hours, or 21
14 percent. Simply put, we used 21 percent less
15 energy, even though we had an increase in our
16 square footage. In 2008, our utility cost per
17 square foot was \$1.20 per square foot. In 2011, we
18 reduced it; we got it down to \$1.04. That's a
19 reduction of \$.16 per square foot, or 13 percent.

20 From 2008 to 2011, we reduced our Duke Power
21 bill from \$11.2 million a year to \$9.9 million a
22 year. That's a reduction of \$1.3 million, or 11
23 percent. So, it shows that our cost-saving
24 measures, our energy management program is working,
25 and working well.

1 Unfortunately, the rate increase requested by
2 Duke would erase all of that savings. The
3 requested increase would increase our power bill --

4 [3-minute alarm]

5 -- by approximately \$1.5 million. It would
6 increase our per square foot cost by 16 cents.
7 That's what we just reduced it by, over the past
8 several years.

9 To fund a \$1.5 million projected increased
10 cost, we would have to either increase our local
11 revenue -- which means additional property taxes --
12 or reduce our expenses further. This \$1.5 million
13 also equates to the cost of 24 teaching positions.

14 We recognize that Duke Energy has to cover its
15 infrastructure costs, just like Greenville County
16 Schools does, and a reasonable increase may be
17 necessary. However, the current requested increase
18 is not reasonable. Thank you for your time.

19 **CHAIRMAN HOWARD:** Thank you, Mr. Knotts.
20 Either party have questions of Mr. Knotts?

21 **MS. SHAFEEK-HORTON:** No.

22 **MS. HUDSON:** [Shaking head.]

23 **CHAIRMAN HOWARD:** Commissioners?

24 [No response]

25 Mr. Knotts, thank you very much for coming.

1 **WITNESS:** Thank you.

2 **COMMISSIONER FLEMING:** I have a question.

3 **CHAIRMAN HOWARD:** I'm sorry. Commissioner
4 Fleming.

5 **EXAMINATION**

6 **BY COMMISSIONER FLEMING:**

7 **Q** Mr. Knotts, that was very informative information, and
8 the energy efficiency part of that, it really -- it was
9 just astounding what you can do when you put that in. I
10 wanted to know, did Duke Energy help you as you were
11 working through those energy efficiencies? Or was that
12 through your own --

13 **A** I would like to have our energy manager, Bill Knight,
14 respond to that question, if he may?

15 **COMMISSIONER FLEMING:** Okay.

16 [WHEREUPON, the witness stood aside.]

17 **MR. KNIGHT:** Duke Energy did assist us with
18 part of that --

19 **CHAIRMAN HOWARD:** We need to swear you in.
20 Hold on just a minute.

21 **MR. KNIGHT:** Oh, I'm sorry.

22 [Witness sworn]

23 THEREUPON came,

24 **B I L L K N I G H T ,**

25 who, having been first duly sworn, testified as follows:

1 **COURT REPORTER:** Could you state your name,
2 please?

3 **WITNESS:** Okay. My name is Bill Knight. I
4 serve as the Director of Energy Management and
5 Engineering for Greenville County Schools.

6 We do have an in-house program where we do
7 most of the work in tracking and implementation
8 ourselves. But Duke -- we do partner with them;
9 they do help us. They've helped us with their
10 current rebate program. They've helped us
11 implement technology. To answer your question,
12 yes, they have helped us.

13 **EXAMINATION**

14 **BY COMMISSIONER FLEMING:**

15 **Q** And how long have you been able to -- how long have you
16 had this decrease in the cost per square foot?

17 **A** Well, we've really become focused in the last two years.

18 **Q** So, you've really only --

19 **A** But, we've -- for 15 years we've had a program of
20 varying types. But the last two years with, you know,
21 the increase in energy costs, we've really focused on
22 reducing our consumption.

23 **Q** So you've only recognized this reduction during the last
24 couple of years, to this extent?

25 **A** Well, it's gone up and down over the years, but the

1 focused effort has been for the last two years.

2 **Q** Okay.

3 **A** Highly focused effort, yes.

4 **Q** Thank you.

5 **A** Uh-huh.

6 **Q** I think it's remarkable what you've done.

7 **CHAIRMAN HOWARD:** Anyone else have --

8 **COMMISSIONER FLEMING:** I think it's

9 remarkable, what --

10 **CHAIRMAN HOWARD:** -- questions for Mr. Knight?

11 **COMMISSIONER FLEMING:** -- you've done.

12 [No response]

13 **CHAIRMAN HOWARD:** Thank you, Mr. Knight.

14 [Applause]

15 [WHEREUPON, Witnesses Knight and Knotts
16 were excused.]

17 [Witness sworn]

18 THEREUPON came,

19 **J O H N B Y N U M ,**

20 who, having been first duly sworn, testified as follows:

21 **MR. RICHARDSON:** Please state your name and
22 address for the record.

23 **WITNESS:** I'm Bynum, John Bynum. Greenville,
24 South Carolina. And I'm a Duke customer.

25 First of all, I'd like to give some good news

1 to Duke, and that is, there is no man-made global
2 warming. God controls the weather. Therefore, all
3 this carbon-footprint carbon stuff, you don't have
4 to worry about that anymore. It's all bogus. It's
5 just a way to enrich the coffers of people who like
6 to take credit for something they don't do.

7 As to increasing the -- getting more money
8 because of all this money you've already invested
9 in something that's entirely bogus, instead of
10 raising the rates I would encourage you to lower
11 the rates, and thereby have a pro-business
12 environment that would be incentive for more small
13 businesses and entrepreneurs to come on board, and
14 thereby have more customers instead of less. See,
15 if you keep raising the rates, you're going to have
16 less customers, and you're going to have less
17 revenue. If you lower the rates, you'll have more
18 customers and more revenue. And that's all I have
19 to say, and thank you very much for your time.

20 **CHAIRMAN HOWARD:** Thank you, Mr. Bynum. Duke
21 or -- either one of the parties have any questions
22 for Mr. Bynum?

23 **MS. SHAFEEK-HORTON:** [Shaking head.]

24 **MS. HUDSON:** No.

25 **CHAIRMAN HOWARD:** Commissioners?

1 [No response]

2 Mr. Bynum, thank you very much for coming.

3 **WITNESS:** Thank you.

4 [Applause]

5 [WHEREUPON, the witness was excused.]

6 **MR. DONG:** Did I miss anyone who wants to be
7 heard?

8 **MS. NEIGHBORS:** [Indicating.]

9 **MR. DONG:** Yes, ma'am.

10 **MS. NEIGHBORS:** I think we saved the best for
11 last.

12 [Witness sworn]

13 THEREUPON came,

14 **G W E N N E I G H B O R S ,**

15 who, having been first duly sworn, testified as follows:

16 **MR. RICHARDSON:** Please state your name and
17 address for the record.

18 **WITNESS:** My name is Gwen Neighbors, and I was
19 born in Greenville on Coffee Street on Bastille
20 Day, in '38. And I'm happy to report I'm not on
21 any kind of welfare roll, nor -- I probably won't
22 be. My doctor said I was in excellent health. In
23 fact, he had wanted to know why I wasn't out
24 working, and I told him exactly what I'd done that
25 day and he said, "Shoo, you're doing a good job

1 girl."

2 I've never appeared before the Commission. I
3 do know some of your names. I have pictures, and I
4 can identify you. Some of you are very well-known,
5 high-profile people. I especially want to thank
6 Lib Fleming for her selection of a wonderful staff
7 for her office. I won't call any names, but
8 they're fabulous. I'm sure the rest of you have
9 other people too that would qualify. I don't know
10 the names. But, you're doing a good job.

11 The reason I'm here -- I've never spoken on
12 behalf of my neighbor, and since that's my name,
13 I'm going to live up to it. My husband's Tom
14 Neighbors. Well, he's a Texan, and he moved here
15 when we found each other, quite a few years ago.

16 I have seen -- I'm going to try to do this
17 without crying, because I don't cry in church when
18 I'm talking, and this is just as important as
19 anything I've ever said in my life. When you get
20 older, you lose some of your ability and you gain
21 wisdom. God gives it to you. You just ask Him,
22 He'll give it to you. And you're young and
23 beautiful; that's a gift. And when you get older,
24 you get a replacement, and it is worth the wait.
25 And you can take that in two ways, either way.

1 I worked the polls 14 hours a day yesterday,
2 and I said, "God, you're going to tell me what to
3 say because I don't remember what I had planned."
4 I do have a few notes here. And our God sustains
5 us. And I'm a Furman University graduate. Back
6 then we went to chapel. And I didn't go to Clemson
7 because my dad said, "Not enough people like you
8 there, girl," so, I did --

9 [Laughter]

10 -- want to become an architect. I love
11 Clemson. I went there later and got a degree, and
12 a fine education there, too, if you've got the
13 money. As a teacher, I served Greenville County
14 Schools exactly 27½ years, and then Dr. Kerns
15 helped me -- happened to be the superintendent at
16 the time, very dear friend. He's no longer among
17 the living. But I was born here --

18 [3-minute alarm]

19 -- and I'm going to die here, and I want you
20 people to stop putting coal in the Christmas
21 stocking of Greenville and the upstate and all the
22 people in North Carolina, as well. Don't be the
23 Grinch that steals Christmas one more year. You've
24 done it I think for the last 20 years. And if you
25 wanted to do -- I didn't have a Grinch uniform to

1 put on. And I believe in Christmas, and I think
2 it's every day in your heart. And I've known and
3 talked to so many people -- I don't see color. I'm
4 an art teacher and that's the kind of color I see.
5 And I think you'll be blessed if you don't have one
6 penny increase, and I think what you give out comes
7 back. You've got to answer for it. Your people
8 love you, they depend on you, they respect you.
9 You're on the Internet. We know you. I feel like
10 I know every one of you. I can find out anything I
11 want to know. You can find out about me, too, but
12 what you're going to know is I've got one thing in
13 mind: Love thy neighbor as thyself -- and that's a
14 doggone hard job to do. But I feel like I have to
15 live up to my name. I'm your neighbor, and God has
16 given me good help, and courage -- it takes a lot
17 of courage to get up here. God has given me the
18 courage and the people that you've heard tonight,
19 they ain't lying. They ain't going to get up and
20 take oath and lie. And if you don't want to listen
21 to us, I got the Heavenly Father; he's going to
22 listen, and one of these days you're going to
23 listen to him. So listen to us right here.

24 And I thank you for your time. And I wasn't
25 going to go home, if I had to stay here overnight.

1 I'm very dedicated to service, and I think every
2 one of you in Duke Power Company -- I don't have
3 the respect that I used to. My home phone number
4 is 29203. Lived at 103 Central Avenue, upstairs
5 apartment. My daddy paid the bill. 99 percent of
6 the time, I pay my bill. And I'm paying my
7 daughter's bill because she lost her business --
8 Carolina Adventure First -- and I think something -
9 - some bank sold everything, \$2.2 million. So, you
10 know, rags to riches. If you're 41 years old, you
11 can go back and restore your life. I'm 73, and a
12 claim to be -- I will be 101 and I'm going to see
13 Duke Power change. I'm going to see the lights
14 come on in their head and I'm going to say, "Praise
15 the Lord. God hears." I thank you very kindly.

16 **CHAIRMAN HOWARD:** Thank you, Ms. Neighbors.
17 Just a minute. Either one of the parties have
18 questions of Ms. Neighbors?

19 [No response]

20 Commissioners.

21 [No response]

22 Ms. Neighbors, thank you very much for coming.

23 **WITNESS:** Thank you. And thank you for being
24 here.

25 [Applause]

1 [WHEREUPON, the witness was excused.]

2 CHAIRMAN HOWARD: I believe there was someone
3 else?

4 [Witness sworn]

5 THEREUPON came,

6 A N G E L A M A N I G A U L T ,

7 who, having been first duly sworn, testified as follows:

8 MR. RICHARDSON: Please state your name and
9 address.

10 WITNESS: Good evening. My name is Angela
11 Manigault. I, too, am a business owner with Chef
12 Manigault.

13 What I wanted to say is this: So oftentime
14 people get so much increase and then they're
15 looking at "My money has not increased," that's the
16 major problem right there. If their money was more
17 increased, they wouldn't have a problem with that,
18 with no type of increase, but when their money's
19 not increased, they got a major problem with that.

20 And also, I'm looking at the fact of you used
21 to have this beautiful building downtown that said
22 "Duke Power." We don't have a Duke Power building
23 to pay our bill. When we pay our bill now, we've
24 got a pay \$1 just to pay the bill. People are
25 looking at that, too. So you have to take into

1 consideration people are looking at "Why am I
2 paying so much?" That's what their problem is.
3 They just don't want to pay no more. They tired.

4 And my name is Angela Manigault as I said, and
5 that's as much as I need to say.

6 **CHAIRMAN HOWARD:** Thank you. Just a minute.
7 Either party have questions?

8 **MS. SHAFEEK-HORTON:** No, thank you.

9 **MS. HUDSON:** No.

10 **CHAIRMAN HOWARD:** Commissioners.

11 [No response]

12 Thank you very much for coming.

13 **WITNESS:** Thank you.

14 [WHEREUPON, the witness was excused.]

15 **CHAIRMAN HOWARD:** And we have a --

16 **MR. DONG:** Another --

17 **CHAIRMAN HOWARD:** -- gentleman?

18 **MR. DONG:** -- witness, yes, sir

19 [Witness sworn]

20 THEREUPON came,

21 **D W I G H T B A U N D E S I L L ,**

22 who, having been first duly sworn, testified as follows:

23 **MR. RICHARDSON:** State your name and address
24 for the record.

25 **WITNESS:** A little nervous. My name is Dwight

1 Baundesill. I live in Greenville, South Carolina.
2 1301 North Park Road, Lot 18.

3 I'm a senior citizen. The biggest problem is
4 about eight years ago I lost my job, and because of
5 my age I wasn't old enough to get Social Security
6 yet at 62, because I was too young, but I couldn't
7 get another job, as hard as I tried. I do odd jobs
8 and things like that. I had a couple of roommates
9 at the time, so they helped me pay my rent and
10 utilities and stuff like that. About a year and a
11 half ago I was old enough to get Social Security.
12 I took it early, so I had to take a decrease. It's
13 been a struggle paying utilities, things like that.
14 I'm trying to get things improved, to be more
15 energy efficient. But my heat pump went out years
16 ago, haven't been able to replace it with a new one
17 so I use the Insight supplemental heat,, which is
18 three times as expensive. It's been a struggle the
19 last eight years paying the bills, you know. I
20 don't have a choice with my power bill -- I am a
21 Duke Power customer. I appreciate all they've done
22 to make reliable energy and improvements and things
23 like that, because of all these regulations. So I
24 can feel for them that they're trying to do the
25 best they can. And they're in business to make a

1 profit. That's just the American Way; it's free
2 enterprise. But the situation is, with that much
3 of an increase, it's going to be harder for me to
4 pay my bill. Fortunately, some people have helped
5 me, from my church and things like that, with extra
6 money so I could pay it, so I didn't have my power
7 turned off. And I know there are agencies. I
8 haven't had to use -- well, for a while I had to go
9 on food stamps because I couldn't -- didn't have
10 enough for food. And when I got unemployed, you
11 only got six months' unemployment benefits and then
12 it ran out. If you didn't make it, you were just
13 on your own.

14 And I appreciate what you're trying to do. I
15 know you're a good business; you're a good power
16 company. I've been here since 1973, since I
17 graduated at Bob Jones. And I appreciate the good
18 power source and everything, and the reliability --
19 other than when we had that ice storm and my power
20 was out five days. But you know, that was
21 understandable because of the winter weather, and I
22 understand that. And I know you need to make a
23 profit. But is there not another way? Maybe
24 exempt senior citizens --

25 [3-minute alarm]

1 -- or people that are struggling to pay their
2 power bill from the rate increase, and give it --
3 if you have to have it, give it to the ones that
4 can afford it? I mean, nobody likes an increase,
5 but at least the ones that can afford it -- I don't
6 know if that may be an alternative. I don't know
7 how badly you need the rate increase. I just know
8 for me and most of the people who have been here
9 talking, and probably thousands more that couldn't
10 make it, it's a struggle, and it's going to be a
11 hard, uphill battle to be able to pay the bills.
12 And I know you deserve a good profit because that's
13 what businesses do, and I appreciate that. But is
14 there not something you can do to help the people
15 that can't afford this, and maybe if you have to
16 have a certain percent, maybe not 17 percent, maybe
17 a lot less and put it on the ones that can afford
18 it. You know, people -- you know, with my Social
19 Security, I make \$818 a month. I have to pay all
20 my bills with that. I live in a mobile home, and
21 without a heat pump for seven years now it's been
22 out. And I'm try to get assistance through Share
23 to get a new heat pump so at least I can get my
24 utilities down. But if that don't go through and
25 happen, you know, this winter it's just going to be

1 terrible for me, and I know many other Americans
2 here in the area.

3 But I -- you know, I'm not down on you. I
4 know you're in business. You're a good business,
5 and I appreciate what you're doing. I don't want
6 you to think I don't appreciate it. But I just
7 wonder if maybe you can help -- maybe alternate
8 your plan to help the people that can at least
9 afford it, so they wouldn't be put under that
10 burden. And that's mainly what I wanted to say.
11 And I just thank all of you for being here and
12 listening to me and everybody else here. Thank you
13 very much.

14 **CHAIRMAN HOWARD:** Thank you, Mr. Baundesill.
15 Either party have questions of Mr. Baundesill

16 **MS. SHAFEEK-HORTON:** No. Thank you.

17 **MS. HUDSON:** [Shaking head.]

18 **CHAIRMAN HOWARD:** Commissioners.

19 [No response]

20 Thank you very much for coming. Appreciate
21 it.

22 **WITNESS:** Thank you.

23 [WHEREUPON, the witness was excused.]

24 **CHAIRMAN HOWARD:** Anyone left in the room that
25 would like to speak, who hasn't had an opportunity

1 yet?

2 [No response]


3 I don't see anyone. And on behalf of the
4 Commission I really want to thank you for coming,
5 and those who stayed. Thank you, very much. We
6 enjoyed your input. We'll look forward to -- the
7 evidentiary hearing is December 7th at the
8 Commission in Columbia. Thank you again for
9 coming, and this hearing is adjourned.

10 [WHEREUPON, at 9:55 p.m., the hearing in
11 the above-entitled matter was adjourned.]

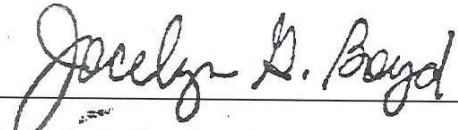
C E R T I F I C A T E

I, Jo Elizabeth M. Wheat, CVR-CM-GNSC, do hereby certify that the foregoing is, to the best of my skill and ability, a true and correct transcript of all the proceedings had and testimony adduced in an evening public hearing held in the above-captioned matter before the Public Service Commission of South Carolina;

IN WITNESS WHEREOF, I have hereunto set my hand on this the 20th day of December, 2011.


Jo Elizabeth M. Wheat, CVR-CM-GNSC

ATTEST:


Jocelyn G. Boyd,

CHIEF CLERK/ADMINISTRATOR